



JOB DESCRIPTION

Role / Title: Human Resources Services and Data Officer

Reports to: Human Resources Services and Data Manager

Overall Purpose of the Job:

The HR Services and Data Officer is responsible for providing a high-quality resourcing service to HR Business Partners, RBO Managers, staff, casuals and freelancers across the organisation in line with our People Strategy, policies and procedures and best practice.

You will be responsible for providing support on a broad range of HR employment issues across the employee life cycle whilst participating in a wide range of exciting HR projects, contributing to the development and implementation of key initiatives within the organisation.

HR Services specifically cover the following:

- **Support Services** - Provide high-quality HR support to HR Business Partners, RBO Managers, staff, casuals and freelancers.
- **Payroll** - Management of the monthly and weekly payroll process, working closely with the RBO Payroll department.
- **Pension** - Management of a pension's Auto Enrolment service to RBO staff and casuals.
- **System Management** – Oversee the HR Information Systems, ensuring they are accurately maintained.
- **Process Improvement** - Identify and implement process enhancements to streamline HR operations.
- **HR Management Data** – Compile, analyse and report on HR data.
- **Projects** - Contribute to projects for the HR Department in support of the overall RBO plan.

Key Responsibilities:

Under the overall direction of the HR Services and Data Manager:

HR Support

- Provide HR resourcing services to HR Business Partners to enable them to support Directors and HODs.

- Provide effective HR services, advice and solutions to managers, staff, casuals and freelancers on the full range of HR employment issues - ensuring consistency of approach and correct application of employment legislation, RBO policies and procedures and terms and conditions of employment. Determine the application of policy in the absence of a precedent and with limited managerial supervision.
- Oversee and respond to queries in the HR Services inbox and Pensions inbox within agreed timescales.
- Provide advice and support on any grievances, disciplinarys, disputes, complaints and associated procedures to promote good working practices.
- Responsible for the accurate and timely administration of monthly and weekly payroll and leaver process, ensuring accuracy of information and that changes are recorded.
- Prepare and issue employment letters and documentation.
- Support on the implementation of the new core HR system
- Support the administration of RBO auto-enrolment schemes and other RBO legacy schemes.

Data and Reporting

- Support with generating management information reporting requirements.
- Collaborate with the HR Services and Data team in compiling and presenting data at the monthly HR meeting, identifying areas for discussion and improvement.

Other

- Support the development and delivery of the People strand of the RBO Diversity and Inclusion Strategy by contributing to initiatives to retain a diverse workforce.
- Maintain an up-to-date knowledge of current and impending changes to employment legislation.

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Ballet and Opera's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

PERSON SPECIFICATION

Essential Key Skills, Knowledge and Experience

- A minimum of Associate CIPD membership, or able to demonstrate the equivalent level of skill and experience
- Proven HR organisational and administrative skills, attention to detail and accuracy.

- Excellent people skills, with the ability to work effectively with a wide range of people within and outside the organisation
- Strong numeracy with experience of analysing and reporting on complex data using strong MS Excel skills.
- Excellent written and verbal communication skills
- Ability to prioritise own workload and to work unsupervised

Other Essential Skills, Knowledge and Experience

- Strong time management skills, with the ability to prioritise and meet often tight and conflicting deadlines
- Excellent research and project management skills
- Experience of HR IT systems – ATS, HR Databases
- Sensitivity in dealing with confidential information
- Flexibility in dealing with changing priorities
- Experience of proactively promoting diversity and inclusion
- Ability to assimilate new information and learn routine procedures
- Ability to deal sensitively with people at all levels with tact and diplomacy
- An effective team player
- Commitment to delivering a high standard of customer care and continuous improvement

Desirable Skills, Knowledge and Experience

- An interest in and enthusiasm for the Arts
- Experience with Microsoft SharePoint

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.



Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*