



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the potholder.

Job title: Senior HR Adviser (Transformation)

Department/Division: Human Resources

Accountable to: Head of HR Operations

Job Summary

This role will support the Head of HR Operations (HHRO) in delivering transformational change across the Division. The post holder will support the HHRO to significantly improve working practices of the operations service in each HR function and cross functionally to improve the customer experience, in the most efficient, meaningful and effective way.

The post holder will be responsible for reviewing current HR processes and proposing new reengineered processes with the relevant stakeholders to increase efficiency and effectiveness of working practices.

The post holder will support the HHRO in consulting, communicating, embedding, reviewing and revising key processes Division and School wide.

Duties and Responsibilities

Project Scoping and Management

To be responsible for the initial drafts of project mandates in preparation for the relevant Project Review Board. Where subject matter experts have been identified for drafting mandates, to contribute to those as required.

To assist the HHRO and/or other relevant project leads with project planning and the drafting of the relevant business cases.

To assist the HHRO and project leads with the procuring of services and tenders.

Team Development

Working in conjunction the HR Operations Team Lead to coach and develop the efforts of junior staff with a view to ensure responsibility for process improvement is embedded into Divisional ways of working.

Information Technology

To work with the HR Information and Systems team and IMT to ensure that technology is a key enabler of both improvement and service transformation.



Service Improvement

To work with key stakeholders, to include the Vice Chair of the Appointments Committee and the Pro-Director for Faculty and Planning to streamline key processes.

To create systems to evaluate the success of any adjustments made in process improvements across the HR Division and present any findings.

To present analysis and recommendations of how to improve the operations of an area to senior managers, both verbally and in writing, to deliver high quality visual presentations, communicating both data-driven and conceptual information effectively, as well as communicating verbally key concepts to a variety of audiences.

To work with the HHRO to incrementally extend process reengineering across all HR functions to deliver the services considered and agreed by the School.

To provide support to colleagues and managers to assess and redesign internal operational processes to enable the Division to deliver an effective service.

Relationship Management

Develop and maintain good working relations with key stakeholders, both inside and outside of the HR Division.

To scope and plan regular customer meetings to review and propose reengineered processes.

To influence and negotiate with key stakeholders to find the best solution for all where possible.

To work collaboratively with teams across the Division, building effective working relationships to produce joint recommendations with colleagues on new ways of working and new initiatives.

To work effectively in small teams to complete work in accordance with established budget, work plans, and quality standards.

To identify and support the HHRO in resolving issues critical to the HR Division's strategic and operational success.

Supporting the HHRO and/or Director of HR with the preparation of the quarterly HR Committee.

Quality and Compliance

Support the HHRO to coordinate any audits, providing management responses to recommendations and establishing work plans as needed to address any areas of concern.

To work with the HR Operations Lead to ensure the relevant training, processes, and spot checks are in place to ensure quality control of documentation and information generated by the HR Service Unit.

Developing leading sector insight on service improvements to present to HHRO/SMT and key stakeholders.

Other

Contribute to the delivery of the HR vision by contributing to and where required, leading or assisting in other projects in the Division and team plans.

**Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.