

University of London

Human Resources Department

Service Level Descriptions

Information and Advice Service

The Objective of the Service

To provide an effective, proactive and responsive HR Support and advisory service based on an HR Business Partner-led structure.

To maintain information systems to assist Human Resource management and meet Goldsmiths' statutory and other obligations to provide data.

To ensure adherence, embedding and commitment to policies on equal opportunity, diversity and dignity at work

Promote best practice in staff leadership and management

Human Resources will:

General:

- Provide an advisory service to Departmental managers and individual staff members between the hours of 9.00-5.00 Monday – Friday
- Work proactively with departmental management and staff to develop the organization and staff
- Respond to basic enquiries within 24 hours
- Meet any statutory or agreed deadlines on other matters
- Maintain and regularly validate computerised records on all members of staff
- Maintain an HR Home Page on the Internet, covering areas such as current vacancies and information on HR policies and procedures

- Develop electronic communications to simplify policies, procedures and processes to minimize need for HR or management intervention in advisory service.
- Support colleagues in making statistical returns required by outside agencies (including HESA) in a timely and accurate manner

Equal Opportunities:

- Promote Equality and Diversity throughout Goldsmiths
- Maintain computerised records of diversity including gender, ethnicity and disability for all applicants and current staff
- Provide statistical analysis on this data whilst adhering to the Data Protection Act
- Advise on fair treatment in recruitment and employment
- Keep updated on changes in discrimination law and its impact on Goldsmiths employment practices

What we need from the Department and other stakeholders:

General:

- Seek preliminary advice when dealing with contentious issues
- Ensure that the HR department is informed of any changes of job title, or duties or details of departmental restructuring in a timely manner
- Ensure that all information arising from HR Department requests are returned in an accurate and timely manner
- Comply with the terms of the Data Protection Act 1998
- Ensure staff return requests for information (e.g. Hesa) in a timely manner
- Take advantage of learning and development opportunities to develop people management and leadership skills
- Take advantage of opportunities for other development activities

Equal Opportunities:

- Adhere to and promote equal opportunities and dignity at work
- Ensure all departmental staff are aware of equality principles and given the opportunity to attend any training
- Consult with HR staff on queries relating to the implementation of equal opportunities policy
- Awareness of the principles of dignity at work and in the learning environment/ anti-harassment/bullying and the action managers should take.

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