

## **Associate Director, Human Resources**

### **Job Description**

#### **Position Summary:**

The Associate Director, Human Resources Administration develops and oversees the Human Resources (HR) and administrative policies of the Boston University Global Programs–Study Abroad London Office (BU GP-SA London) and provides guidance and support to approximately 80 line managers, employees and faculty on all HR matters in London. This role works to ensure an inclusive, welcoming, and legally compliant work environment, and leads the development and growth opportunities for the BU GP-SA London staff and faculty. The Associate Director is expected to help set and achieve the HR goals of BU GP-SA London, establishing appropriate evaluation tools to measure progress and achievements. As a key member of the senior leadership team, the Associate Director will also assist the health, safety and security team.

The Associate Director will report to both the Director, BU GP-SA London Programs, and the Assistant Vice President, Finance and Operations (based in Boston). They will work in close collaboration with the Academic and Deputy Director BU GP-SA London Programs, and the Executive Director, BU Global Programs-Study Abroad (in Boston).

This position is based full-time in London, UK, and the successful candidate must have the unrestricted right to work in the UK. The Associate Director is an employee of BU GP-SA London, with a benefits package appropriate to the UK.

#### **Key Responsibilities/Essential Job Functions:**

##### Human Resources (80%):

- Develop, implement, and monitor HR and workforce management policies, ensuring legal compliance. This includes developing and updating job descriptions, contracts for staff and faculty, absence management protocols, personnel records management, annual performance review cycle, and staff and faculty handbooks, among others.
- Help implement the organisation's mission and talent growth and acquisition strategy, working closely with the Director and Deputy Director while fostering a welcoming and inclusive work environment. This includes creating new positions, writing job descriptions and job adverts, posting new positions, and leading search efforts, among others.
- Develop and implement HR projects and initiatives aligned to business objectives; projects may focus on retention, talent management, time reporting systems, training & development, career development, equality, inclusion & diversity, and wellbeing, among others.
- Establish appropriate benchmarks, targets and milestones to measure progress and success of BU GP-SA London HR, programmatic and operational goals.

- Oversee the administrative aspects of the employee life cycle from recruitment to offboarding. This includes taking an active role in the hiring process, assessing applications and helping line-managers short-list potential candidates, joining candidate interviews, providing post-interview feedback, reference and DBS checks, onboarding, terminations, and temporary employee and agency hires, among others.
- Partner closely with the local management team and GP-SA leadership to provide consistent, standardised, and excellent quality HR support.
- Take the lead in any grievance, disciplinary or appeal meetings with staff or faculty, working closely with London and keeping GP-SA leadership well apprised at every stage of the process.
- Act as a local resource and potential on-site escalation point to all staff on issues of workplace development, culture and morale, working closely with London leadership to mediate and suggest appropriate solutions to resolve issues as appropriate.
- Assist and support line-managers when managing employment situations, including complex cases which require external expert legal support and/or the support and collaboration of GP-SA leadership and the Office of the General Counsel.
- Provide line-managers with legal updates on HR related matters, operational HR advice and guidance on policies, processes, and procedures, including but not limited to, maternity, paternity, carer's leave requests, capability reviews and flexible work requests.
- Compile information about compensation and benefits packages based on market data.

#### Administration/Management (20%):

- Help design and conduct training to London staff as required to inform them of changes to policies and procedures.
- Gather, interpret, and prepare data for management reports and recommendations.
- May act as the University's local representative and/or officer of the University's legal entities and interface with UK regulators as directed by BU Global Programs.
- Keep Leadership informed of changes in local legislation and other major operational issues as they pertain to the program. As part of the Senior Leadership team in London, contribute and assist with strategic operational initiatives, including at times supporting those with responsibility for Health Safety & Security for our students during times of great need.

#### **Required Qualifications, Skills, Abilities:**

- Minimum of 8 years of professional work experience in higher education and/or international education administration; with excellent working knowledge of UK employment laws and best practices
- Demonstrated ability to communicate professionally and clearly in writing and orally
- Ability to exercise sound judgment and discretion when dealing with HR issues
- Preferred understanding of American higher education administration strongly preferred
- Experience working with UK faculty
- CIPD qualified or equivalent professional experience

- Working knowledge of European employment law preferred
- Excellent people leadership, managerial, coaching, and organizational skills in a cross-cultural environment
- Ability to work collaboratively across all levels of an organization including senior administrators, faculty and staff in the UK and the United States
- Ability to set and monitor priorities to meet deadlines, and with ability to champion innovation and act with urgency in service to BU's vision and mission
- Excellent interpersonal and intercultural skills, including resilience, an ability to clearly and persuasively communicate concepts and ideas, garner respect and confidence of leadership, and produce results in a dynamic and international environment
- Ability to travel from time to time

Location: London SW7 4JU, UK based (full-time, hybrid options available)