

Job Description

Prifysgol Wreccsam
Wrexham University

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Faculty/Department	People Team
Section	People Team
Job Title	People Officer
Reports to	Senior People Business Partner
Responsible for	N/A
Grade	O&A4

Principal Accountabilities

The People Officer will play a key role in delivering effective and efficient HR services to support the University. The post holder will be involved in all aspects of the HR function. This role will focus on recruitment, induction, benefits management, policy development, training, HR systems enhancement, and operational HR support. The post holder will work closely with People Business Partner, Senior People Business Partners, People Systems and Data Analyst, People Transactional Team, line managers, and employees to ensure compliance with employment law and best HR practices.

Key Tasks

The key tasks being performed include:

Staff Recruitment: Co-ordinating the attendance at Career Fairs (locally and further afield) and Open Days/Events on campus to showcase the University's vacancies, staff benefits.

Review recruitment processes.

Deliver recruitment training to line managers.

Staff Induction Delivery – Deliver the HR content for new employees, providing a professional and welcoming start.

Deliver Training - Create content and deliver a range of HR related process training to line managers and staff. Support Senior People Team Administrator with training plan for new starters within the People Transactional Team.

Benefits Management – Lead on sourcing new staff benefits, and oversee staff benefits programmes, answering employee queries and ensuring benefits are managed effectively. Regularly hold staff benefit sessions, promoting the University's benefits. Sharing staff benefits on social media.

HR Processes– Review and analyse HR processes to improve HR processes to enhance efficiency and effectiveness alongside utilising iTrent functionality.

Policies and Procedures – Review, produce, and update HR policies and procedures to ensure compliance and alignment with best practices.

Social Media – Lead on social media to increase engagement on HR-related social media platforms and promote the organisation as an employer of choice.

Supporting Senior People Business Partners and Deputy Chief of People Officer –acting as the first line of response for HR matters such as sickness absence, providing support in formal meetings through minute-taking, and assisting with general HR queries. The role will support Senior People Business Partners and the Deputy Chief People Officer on various tasks, including committee representation and administrative coordination.

Supporting People Systems and Data Analyst – provide support in creating and running reports for the HR Team – analysing trends, managing accounts on all systems.

Document Management – Leads a process to ensure all documents are saved and organised on iTrent including legacy documents from previous HR system ensuring compliance with retention schedule.

Coordination of Consultation Meetings – Organise and facilitate consultation meetings related to employee relations issues eg during restructures.

Exit Interviews – Conduct exit interviews to gather feedback and identify areas for improvement in employee retention.

Freedom of Information Requests – Manage and respond to HR related Freedom of Information (FOI) requests.

Intranet – Lead on the intranet development, ensuring up-to-date HR information is available for staff.

Welsh Language Standards compliance – ensures HR documentation, systems, Intranet comply with Welsh language standards.

Finance Responsibilities – Oversee Purchase Orders/Barclaycard transactions, ensuring financial processes are followed.

UKVI – Processing Certificate of Sponsorships for new starters

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Prifysgol Wreccsam
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Job Title: **People Officer**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	A systematic, thorough, and well-organised approach to work with evidence of the ability to work to deadlines with minimal supervision.	A/I	E
		1.2	Excellent organisational and time management skills with the ability to manage multiple priorities and simultaneous tasks whilst still ensuring deadlines are met and tasks completed.	A/I	E
		1.3	Excellent oral and written communications skills.	A/I	E
		1.4	Demonstrable ability to use own initiative and work independently but knowing when to seek further advice.	A/I	E
		1.5	Excellent IT skills including experience in the use of the Microsoft Office Suite, particularly Outlook, Word, Excel and Teams.	A/I	E
		1.6	A flexible can-do approach, self-motivation, and resilience with evidence of the ability to adapt to the changing needs and priorities in the team and across the University.	A/I	E
		1.7	Demonstrable experience of good team working skills.	A/I	E
		1.8	High levels of accuracy and attention to detail when inputting data and providing information.	A/I	E
		1.9	Ability to solve problems as part of a team and resolve straight forward issues.	A/I	E
		1.10	Ability to produced accurate notes/minutes of meetings, with attention to detail on presentation.	A/I	E

2	General & Specialist Knowledge	2.1	A demonstrable ability to communicate professionally, confidentially, tactfully and effectively to a high standard in writing as well as orally.	A/I	E
		2.2	Awareness of current employment law and legislation.	A/I	E
		2.3	Experience of providing training/coaching to colleagues.	A/I	E
3	Education & Training	3.1	Educated to GCSE level or equivalent level of education.	A/C	E
		3.2	Business Administration Level 3 or equivalent experience.	A/C	E
		3.3	HR related qualification CIPD Level 3 or above or working towards, or equivalent experience.	A/C	E
4	Relevant Experience	4.1	Experience of working in an administrative role.	A/I	E
		4.2	Experience of providing high level customer service.	A/I	E
		4.3	Previous experience of working in HR.	A/I	E
		4.4	Experience of co-ordinating and overseeing a team's workload.	A/I	E
		4.5	Experience using social media to advertise positions, attract candidates and build relationships.	A/I	E
5	Special Requirements	5.1	To have a proactive nature.	A/I	E
		5.2	Welsh Language Skills	A/I	D
Date of Revision			September 2026		

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

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