London Business School

JOB DESCRIPTION

Job Title	HR Advisor, Reward, Pensions & Benefits		
Reports to	Associate Director, Pension & Benefits with dotted line to HR Director, People Services		
Department	People		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Our Vision is to shape a collaborative and diverse community, where talented people grow,realise their potential and deliver our School's vision with pride.

Our mission is to partner the School to optimize our culture, the way we organize ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Department provides a comprehensive range of People Services to professional services departments and comprises four main areas: Business Partnering and three Centres of Expertise: Talent, encompassing Talent Acquisition, Talent Development, Engagement & Wellbeing, People Services encompassing Reward & Benefits, Systems, Data & Payroll, ER, Policy & Operations and Inclusion & Diversity.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The main purpose of this role is to support in the development, implementation and ongoing support of an effective reward strategy. You will be involved in a mix of administrative and spreadsheet-based project work to support the grading, benchmarking, annual salary review process as well as benefit, pension and reward activities. The role has three key areas of focus:

Reward; Pay Review, Pay Benchmarking & Job Evaluation – support on policy, project management and delivery, template creation comms, data and process management

Pensions – support on policy, analysis, communication, supplier coordination, internal admin and queries

Benefits – support on policy, analysis comms, supplier coordination, internal admin and queries

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

Reward - Pay Review, Pay Benchmarking & Job Evaluation

- Conduct annual salary benchmarking submissions, working with external providers, reward consultant and HR Director
- Project coordination of annual pay review project, from creating project plan and timeline with HRD, liaising with Reward Consultant and benchmarking providers on creation of benchmarking database, data management, template creation for HoDs and Managers, comms support to HR Director and letter template creation and mail merge to final data file to payroll
- Work with HR Director and reward consultant on creating and maintaining our salary ranges
- Process ad hoc salary benchmarking queries, using pay benchmark providers and internal salary data with support of HR Director.
- Advise and coordinate on ad hoc reward/payroll initiatives-e.g. furlough scheme

- Act as first response to reward, pension and benefit queries, ensuring information is only shared in line with infosec and GDPR regulations and policies
- Support in all reward initiative presentations and session planning / booking
- Ensure reward policies and guidelines are accurate, up to date, easily accessible and well communicated
- Create job evaluation and/or benchmarking request process and folder. Advise on and coordinate job evaluation process, materials and requests with HR Director.
- Create and maintain a central folder of job descriptions for the organisation (dated and by department) liaising with SPPs and Talent Acquisition
- Communications-drafting all employee emails, updating portal and updating/creating lbsinfohub web pages with latest reward policy and guidelines information. Create presentations and coordinate webinars, briefing and/or training sessions
- Administer and coordinate pay benchmarking and reward advice providers, keep contract terms, process invoices, update budget tracker
- First point of contact for any queries from employees, line managers and the People Team in relation to reward, pensions and benefits

Pension and benefits

- Support Associate Director, Pensions & Benefits in researching and updating pensions and benefits policies and processes
- Support Associate Director, Pensions & Benefits in coordinating consultations for pensions or benefits
- Administer and coordinate pensions and benefits providers, keep contract terms, process invoices, budget tracker
- Keep track of pensions and benefits updates using our annual planner to ensure comms are planned and delivered on time
- Work with L&D colleagues to ensure all pension and benefits info to new starters is correct and well communicated
- Track and act as first response to queries, escalating where necessary.
- FAQ creation for commonly asked questions to enhance timeliness and consistency of team response.
- Processing pensions and benefits, from pension auto enrolment, assisting payroll with contribution upload files, processing opt outs, member statements etc to childcare vouchers, cycle to work, eyecare vouchers

Analysis and Reporting

- Annual and ad hoc pay benchmarking with HR Director
- Analysis of all our benefits take up rate (in particular pension scheme opt outs)
- Organise, upload into and monitor systems, databases and records to ensure accurate data recording and efficient service delivery
- Work collaboratively with People Analyst and Head of Inclusion and Diversity on any equal pay reporting and pay gap analysis

Collaboration and Support

- Some diary coordination, meetings management, ensuring clear meeting purpose, agenda, notes and actions are captured and followed up
- Support wider People team during work peaks, subject to capacity in the areas of bulk contracting of casuals, right to work checks, ER note-taking
- Work closely with payroll colleagues on all aspects of reward, pension and benefits administration
- Collaborate with L&D and Employee experience/engagement colleagues on employee communication and engagement with pension and benefit offering
- Provide support to colleagues within and outside the team as and when the need and opportunities arise
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.
- Collaborate closely with team members in People Team and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management, Planning & Coordination

- Plan and deliver a range of straightforward projects, e.g. updating benefit policy and comms plan and/or contribute to more complex projects, e.g. annual pay review, with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.
- Create and update central Reward, Pensions and Benefits annual plan and initiative tracker with BAU and project Reward, Pensions & Benefits activity
- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services in reward, pensions and benefits area for London Business School so that they are aware of the policies, procedures and key deliverables

Financial Management

- Monitor and review financial activity for Reward, Pensions and Benefits. Ensure the accurate processing of invoices and tracking against budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of reward, pensions and benefits and plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported be a specialist qualification.
- Solid experience in a reward and benefits admin/advisor type role
- Strong excel skills
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Collaborative approach with cross team process improvement mindset
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Strong analytical and problem solving skills.
- Budget management experience

Resources including team management

Staff	
Budgets	
Date Updated	**26.05.21**