HR Administration Team Leader



Candidate Information

May 2025

# The Institute of Cancer Research

#### About our organisation

We are one of the world’s most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public.

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We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

## HR Operations

We know that talented, brilliant, passionate people lie at the heart of the ICR. That's why we provide the policies, procedures, systems and people management infrastructure to recruit, retain, motivate and develop our people to achieve their full potential. We offer both operational and strategic support to teams across the ICR. We are organised across four main functions:

Human Resources and Recruitment

Learning and Organisational Development

Pensions

Information, Systems and Projects. The ICR's future success depends on recruiting the very best people with the very best skills and our HR strategy ensures that we have the organisational capacity and capability to deliver this.

Our mission  
is to make the discoveries that defeat cancer.

# Our values

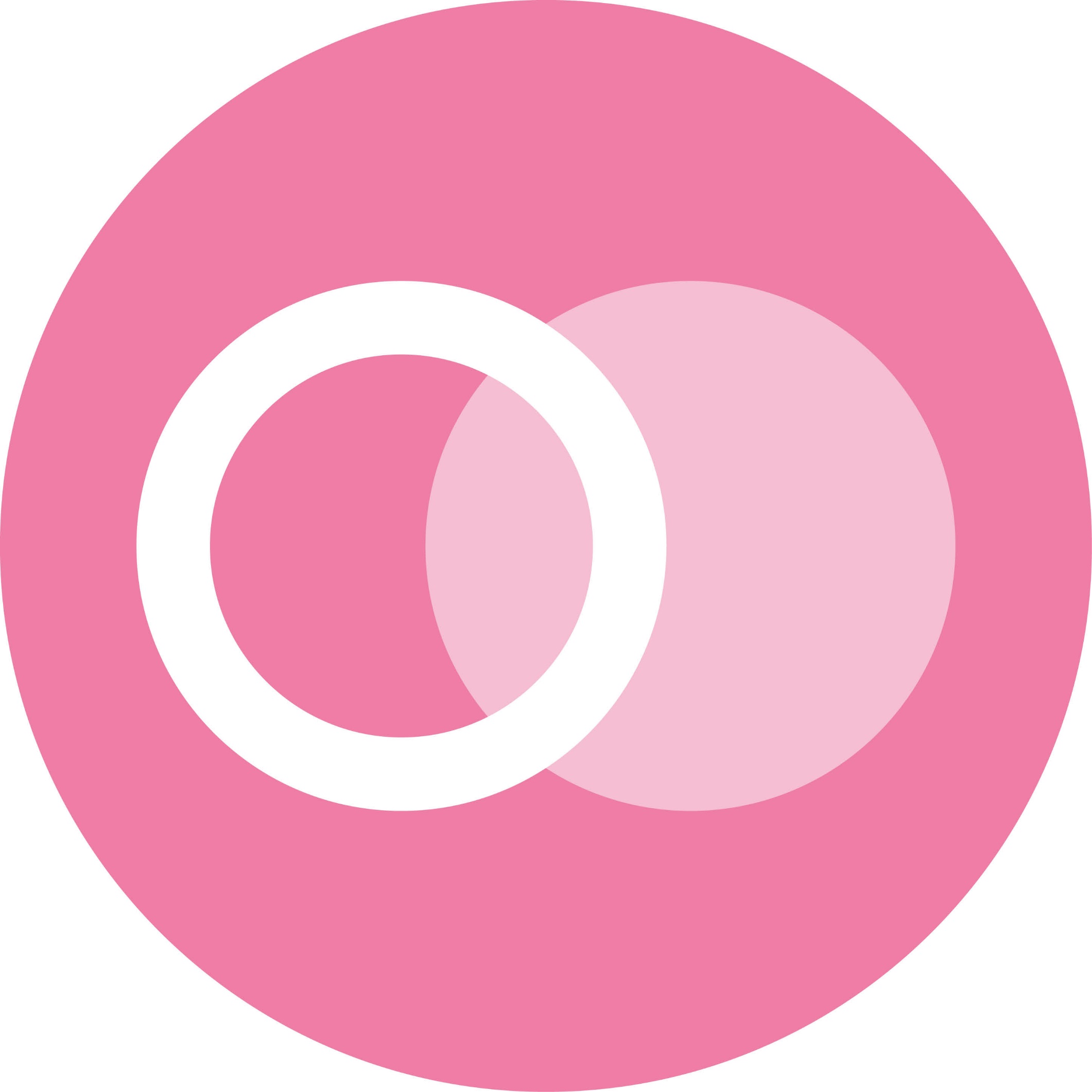
The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.

## Pursuing excellence

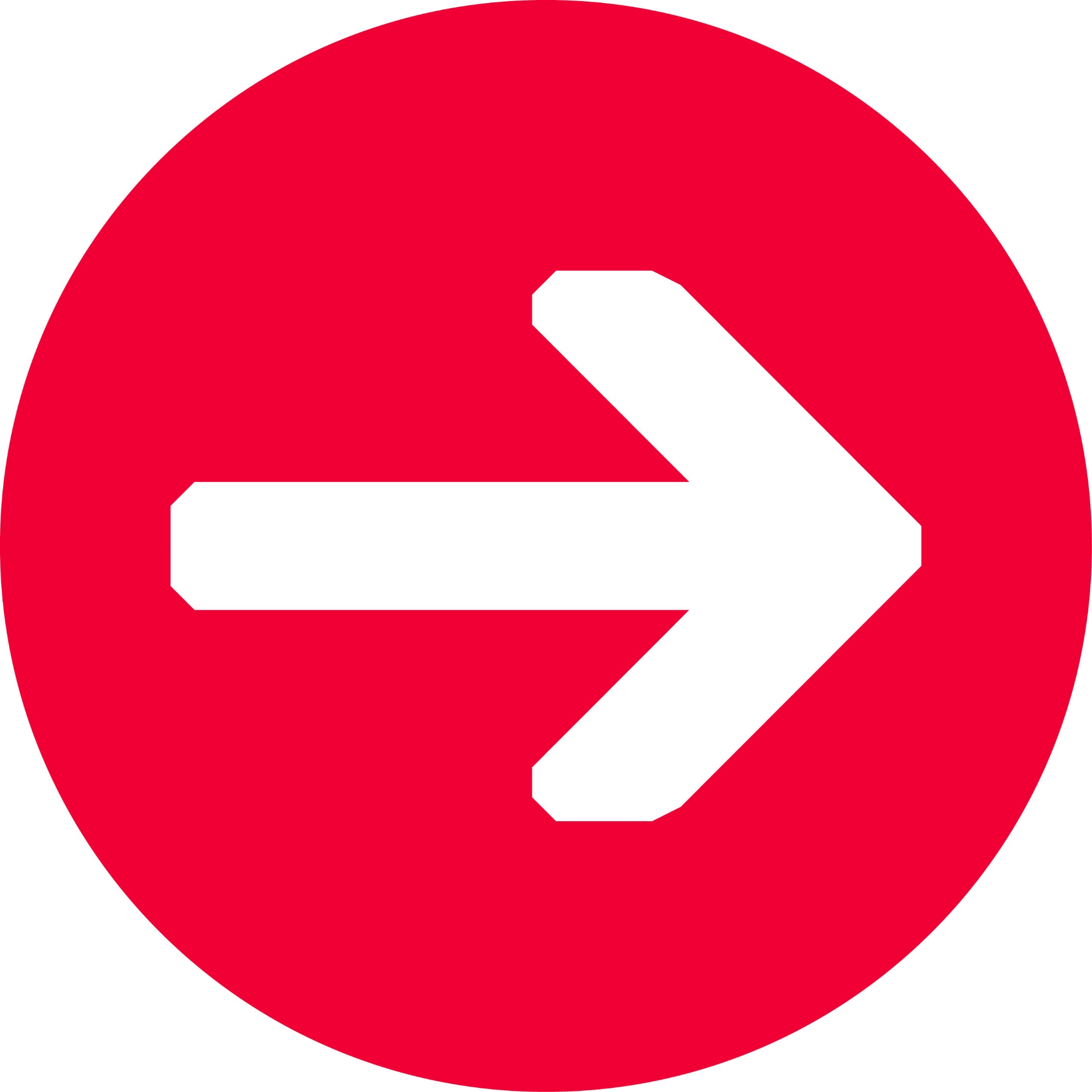
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We aspire to excellence in everything we do, and aim to be leaders in our field.

## Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.

## Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.

## Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.

## Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.

## Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



***Our values set out how each of us at the ICR, works together to  
meet our mission – to make the discoveries that defeat cancer.*** *They summarise our desired behaviours, attitudes and culture –  
how we value one another and how we take pride in the work we  
do, to deliver impact for people with cancer and their loved ones.”*

**Professor Kristian Helin**

**Chief Executive**

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| **Department / division:** | Human Resources |
| **Location:** | Sutton (with travel to Chelsea as required) |
| **Pay grade / staff group:** | Professional Services 5 |
| **Hours / duration:** | Full time (35 hours per week), Monday to Friday |
| **Reports to:** | HR Business Partner |
| **Main purpose of the job:** | To manage the HR administrative team and to provide a high-quality, customer-focused generalist HR administrative service across the organisation and to agreed service levels. To manage and undertake a range of generalist HR administrative and related duties in support of the HR Operations team.  To work closely with the Recruitment Team to ensure seamless progression through the recruitment process.  To carry out project work, and associated tasks to support the work of the department in delivering the HR strategy. |

Job description

Duties and responsibilities:

Contracts Administration

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| To check that contract amendment letters are issued accurately and promptly by the HR Administrators, including Honorary Appointments. |
| Draft more complex contract variation letters and other employment-related correspondence for approval by the HR Business Partnering team. Ensure these are sent promptly and returned and filed appropriately. |
| Support the HR Business Partnering team as required, ensuring the effective management of fixed term contract expiry dates and allowances. |
| Support the on-boarding and change processes related to Honorary Appointments in line with the policy and procedure. |
| In liaison with the Learning and Organisational Development team, monitor completion of all mandatory training by new joiners before the end of their probation period. |
| Send letters of confirmation, extensions or termination to staff in relation to their probation period. |
| Ensure that the ICR’s obligations in relation to Visa and Immigration documentation are met. |
| Ensure that employees are provided with the appropriate documentation and information to support their visa and sponsorship extension applications and that progress is monitored and line managers kept informed. |
| Monitor the HR Service Hub daily to ensure that tickets are assigned to the appropriate colleague and queries are answered in a timely manner, answering more complex queries. |
| Review queries received via the HR Service Hub and create standard responses for FAQs and learning/information documents to reduce the need for tickets to be raised. |

HR Information

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| Be responsible for ensuring that the HR database and other filing systems is kept up to date and accurate in relation to all workers, ensuring they are accessible and kept in line with information governance and data protection requirements. |
| Ensure that FMPs are processed in a timely and accurate manner. |
| Ensure that the monthly HR payroll actions are taken in a timely and accurate manner and by the deadline dates, approving HR payroll inputs and liaising with the Payroll team to resolve any issues or errors. |
| To ensure appropriate databases and spreadsheets are maintained. |
| To ensure that managers receive timely notification of contract expiry dates, funding end dates and employees on fixed term contracts whose status will shortly switch to non-time limited (NTL) status. |
| To ensure that expectant parents are met with in a timely manner and receive appropriate advice on maternity/adoption/shared parental leave procedures and that managers receive timely notification of their responsibilities under our procedures. |

Line Management

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| Provide management, coaching, and development for the Administration team, including regular 1:1s and a structured annual review process with meaningful, evolving objectives. |
| To identify the development needs of the Administration team, defining and regularly reviewing their development plan and working with the HR Business Partnering and Learning & Organisational Development teams to identify appropriate learning and development interventions. |
| To provide opportunities for the Administration team’s career and personal development through coaching and mentoring. |

General

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| All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations. |
| To keep up to date with legislative changes and developments in HR best practice. |
| To provide cover for HR Administrator colleagues and others as required. |
| Any other duties that are consistent with the nature and grade of the post that may be required. |
| To work in accordance with the ICR’s Values. |
| To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated. |
| To participate in the HR Operational Team Meetings and to attend other meetings as required. |
| To be familiar with the ICR’s approach towards risk management including its policies and procedures, which require all staff to play an active part in identifying and managing risk. |
| To undertake any other duties, consistent with the nature and grade of the post that may be required to deliver the organisational and HR strategies. |
| This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development. |

# Education and Knowledge

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| Educated to Degree level or equivalent | D |
| At least part-qualified membership status of the CIPD | E |
| Good demonstratable working knowledge of current employment law and best HR and employment practices and principles | E |

Experience

Person specification

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| Experience of managing a high volume workload and working to tight deadlines | E |
| Demonstrable experience of working in an HR department providing generalist operational HR support | E |
| Highly organised with strong time management skills, able to handle a varied workload and priorities simultaneously | E |
| Demonstrated ability to work as part of a team, with a proactive and adaptable approach to changing priorities | E |
| Experience of using an integrated HR/Payroll database and reporting packages | E |
| Experience of managing visa applications and in advising managers and staff on relevant processes | D |
| Previous line management experience | E |

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| Skills |  |
| Excellent IT and organisational skills | E |
| Excellent attention to detail and accuracy | E |
| Ability to use initiative and make sound, well-considered decisions and judgements | E |
| Flexible approach to work and dealing with a range of different stakeholders/demands | E |
| Excellent team player and ‘can do’ attitude | E |
| Excellent communication skills, including written communication (e.g. to present clear, well-structured policies, reports, formal ER letters) | E |
| Excellent interpersonal skills and the ability to build effective relationships quickly | E |

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| General |  |
| Ability to maintain confidentiality and deal with sensitive people matters | E |
| Self-motivated, ability to work independently, resilient in dealing with challenge | E |
| A commitment to diversity and equal opportunities in employment and service delivery | E |
| An interest in cancer research | D |

We offer a fantastic working environment, great opportunities for  
career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years’ and  
5 years' service. All staff receive an additional three days at Christmas.

Staff membership to the Universities Superannuation Scheme (USS)  
is available. The USS is a defined benefit scheme and provides a  
highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working,  
a parents’ group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website,  
a free and confidential Employee Assistance Programme which offers  
a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our  
Sutton site.

## Further information

You may contact Karen Grieff for further information by emailing karen.grieff@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Benefits