

Human Resources Generalist Community Charter

The practice area

Practice area	<p>The HR Generalist CoP support people through their employee journey at UCL, through delivering timely effective, accurate and customer-based transactional HR services to UCL staff, managers and the wider organisation. You manage the administration of the policies, procedures and programmes of the organisation. You are the first point of contact for people-related queries whether in departments or centrally, often acting as an interface between key stakeholders. Understanding, applying and consistently enforcing HR processes and policy throughout the employee lifecycle within a specific area of responsibility (eg department, faculty, central division or VP offices). Ensuring that UCL remains compliant with key legislation (eg Right to work, equality and diversity, GDPR and HMRC). Being proactively accountable for meeting agreed services expectations in order to uphold the reputation of departments and the wider institution. Able to educate, influence and negotiate to ensure compliance with policy. Knowing how and when to draw on expertise and specialisations across the organisation.</p> <p>Whether based in a department or within central services, it is about understanding workplace context and culture - drawing on knowledge of the area, the institution and HEI best practice to plan and to provide advice. Communicating effectively and working in a flexible way to ensure that individual needs are met within policy guidelines; working in an organised and agile way with competing demands in a changing landscape.</p>	
Definition	<p>The HR Generalist CoP brings together colleagues responsible for the delivery of HR activities across UCL to share best practice, foster communication, build collaboration and commit to the continuous development of staff both personally and professionally.</p>	
Purpose	<p>The community enables UCL to achieve its academic mission by empowering and equipping our people, and through realizing our people ambitions (articulated in the people strategy).</p>	
Vision of success	<p>Achieving UCL's academic mission, and therefore global impact through maximizing the potential of our people.</p>	
Values the community stands for	Commitment to excellence and advancement on merit	<p>Enabling and empowering people to control/own their careers by recognizing and rewarding them for commitment to achieving excellence.</p>
	Fairness and equality, diversity, inclusiveness	<p>To include everyone and value their input by actively promoting diversity to create a sense of belonging.</p>
	Collegiality and community building	<p>Belonging to a community, working together to achieve a shared vision.</p>
	Openness	<p>Empowered to voice honest opinions and suggestions in a transparent environment without fear of repercussion.</p>
	Fostering innovation and creativity	<p>To enable an environment that is conducive to empowering individuals to drive change, leading to continuous improvements and achieving excellence.</p>

Key people

Sponsor	Donna Dalrymple Head of HR	Role: Provides top-level recognition for the community by ensuring exposure, support and strategic visibility.
Leader	Shalrina Alcantara HR Business Partner UCL Arts and Humanities, VP Education and Laws	Role: Cultivates and supports the development of the community. Leaders work to ensure the community's relevance and visibility to key stakeholders.
Leader	Angelina Blackwood-Hernandez Staff and HR Manager UCL School of Pharmacy	
Leader	Cristina Gardini Divisional HR Team Manager UCL Psychology and Language Sciences	
Core members	Staff with substantive knowledge of practice area and who spend the majority of their core role working in the practice area. Core members will be actively committed to developing the HR Community of Practice	Role: Provide input to help guide the formation (or refocusing) of a community. This includes actively contributing to community projects and activities, meet on a regular basis and share best practice while meeting the CoP's vision of excellence.
Wider members	Staff who have responsibilities directly within or related to practice area, who have a sense of professional alignment to the practice area and are enthusiastic about creating a more cohesive culture of collaboration that spans the breath of UCL.	Role: Sporadically attend and engage with the CoPs activities and events and help deliver priorities and subsequent outputs and activities identified by the community. Provide feedback links to other networks and forums.

Business issues

Current perceived key strengths	Renewed SMT commitment to HR and improving HR
	Understanding challenges and adapting
	Partnership between departments and HR
	Respectful environment
	Staff benefits
Current perceived key weaknesses	Culture not values based/too risk averse
	No/unclear people strategy
	Out of date, unconnected systems
	Line managers ill equipped and untrained
	Communication
	Lack of shared best practice
	Policies are too numerous and too complex
Current perceived key opportunities	Lean training – opportunity to review all of our processes and improve our service to the University
	Brexit (staff experience and retention)
	TOPS
	Increased focus on equality and diversity
	Digital media
	Globalisation (remote working)
	SMT influence
Academic input to professional services innovation	
Current perceived key threats	UCL's continuing growth
	Capability and capacity gaps – can we deliver everything including TOPS?
	HEI/other organisations; competition
	Brexit (economic and legislative impacts)
	Political/economic instability