

Role Profile

Role Title:	HR Data Insight & Systems Manager
Department:	Corporate Resources - HR Operations
Role Purpose:	<p>To take ownership of our HR systems management, including defining and deploying product roadmaps to ensure all HR systems are maximised and serve our colleagues and business as effectively as possible.</p> <p>To support and enable our organisation to optimise its strategic usage of people-related data, through the management and delivery of a high-quality and efficient management information service.</p> <p>To drive service improvements regarding managing and maintaining HR data together, with creating intelligent business analytics and people reporting for our organisation.</p>
Reporting to:	Director of HR Operations
Responsible for:	N/A
Disclosure level:	Basic DBS
Role Level:	Frontline Worker

Key Role Responsibilities	<p><u>HR Systems Management</u></p> <ul style="list-style-type: none"> • Defining, deploying and owning product roadmaps to ensure HR systems are maximised and serve our colleagues as effectively and as efficiently as possible. • Monitoring the performance of HR systems alongside the contracted services. Being the point of contact for issue resolution with our providers, escalation to the Director of HR Operations as appropriate • Identifying continuous improvement opportunities within HR systems, with a view to driving HR process efficiency and continually enhancing the user experience. • Acting as controller for the governance of access rights to all HR systems, ensuring robust data management processes and protocols are in place in line with GDPR requirements and standards. • Working with the business to identify, assess and deliver new technology to enhance the employee experience and to improve HR efficiency. • Working in conjunction with the HR Operations Life Events Manager and the Business Partners, ensuring that HR systems adhere to legal and organisational requirements, applying internal audit processes to ensure compliance, reporting any risks and issues to the Director of HR Operations in the first instance. <p><u>Data Reporting & Analysis</u></p> <ul style="list-style-type: none"> • Ownership for all people reporting requirements - including (but not limited to)
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	<p>employee data, headcount reporting, KPIs, annual and ad hoc pay, benefit reporting, benchmarking analytics, diversity reporting, organisational structures etc.</p> <ul style="list-style-type: none"> • Translating stakeholder data reporting requirements to providing specialist HR data reporting/analysis and project support, ensuring effective data collection and reporting on confidential HR data to agreed deadlines. • Providing robust and insightful analysis, data-driven forecasts and recommendations to HR and business stakeholders, in a format that is tailored to the audience. • Responsibility for data integration from internal and externally managed systems; identifying opportunities to digitise and streamline HR data handling and optimise our analytical capability. • Working with stakeholders to develop self-service dynamic reports.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Degree or professional qualification in a relevant subject
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of managing HR and Payroll systems from both a systems and data management perspective. • Experience of advanced reporting using Power BI. • Experience of communicating complex data in layman’s terms. • Knowledge or awareness of Itrent system. • Proven experience of working with stakeholders to understand their requirements, deliver tailored solutions and manage their expectations. • Extensive experience in development of MI reports, including working with complex data structures across a variety of different systems. • Experience of analysing data drawn from multiple sources/systems to identify trends, provide summaries of key findings, develop forecasts and formulate recommendations that inform decision making, improve processes or provide solutions to problems. • Experience working with large data sets as an advanced MS Excel user. • Experience of working with 3rd party suppliers. • Experience of working in a high pressure, fast-paced environment.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • The ability to build and maintain excellent working relationships with HR colleagues and wider business stakeholders. • Excellent communication skills, both verbal and written. • Ability to interpret strategic business objectives into meaningful deliverables. • High level analytical, problem solving, design and implementation skills.

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| | <ul style="list-style-type: none">• Ability to work on own initiative with minimal supervision and to plan workload effectively to ensure deadlines are met on time.• Ability to deal with complex technical issues in a timely, accurate and effective way.• Proactive in providing solutions and improvements.• High level of attention to detail, ensuring an accurate, efficient service is delivered at all times.• Ability to present data and information in a clear, high quality, insightful format.• A willing, helpful attitude and calm professional manner, even when things are changed or required at short notice. |
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