Role profile

**Job title**
HR Data Officer and System Administrator (fixed term)

**Job family and level**
Administrative, Professional and Managerial Level 3

**School/Department**
Human Resources

**Location**
King’s Meadow Campus

**Purpose of role**
To work with the HR MIS Manager in providing an excellent HR Management Information service in line with the strategic needs of the University, the needs of Departments, and of external organisations. To provide high level expertise and knowledge of the HR systems to the HR team and wider University. The HR Systems this role will be primarily supporting are:

- Resourcelink (HR/Payroll system)
- Workload Planning System (Planning of academic time and workload)
- Vacancy Manager (Recruitment system)
- Cognos / BI (Manager data reporting system)
- Academic Profile Tool (Academic profile data)
- WorkPro (HR Case Management System)

**Main responsibilities**
(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
<th>Provide a technical MIS HR support service ensuring it is responsive to customer needs</th>
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<td>80%</td>
<td>- Acting as the System Administrator for HR systems: assign/maintain user access / profiles, perform system uploads, manage system audits, co-ordinate system upgrades ensuring robust testing is carried out, manage operational problems and reporting of issues to system suppliers ensuring these are resolved and users are kept up-to-date re system changes / system downtime.</td>
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<td>- Undertake training of new users.</td>
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<td>- Create and maintain system training guides to ensure users have the necessary material to enable them to use and undertake systems input accurately and with confidence.</td>
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<td>- Co-ordinate, undertake scheduled system administration tasks and monitor completion by business units concerning the processes associated with each system.</td>
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<td>- Design and extract a variety of management information reports and analyses, as requested, ensuring the output is accurate and delivered in a way that can be understood by the recipient. This includes Freedom of Information requests.</td>
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<td>- Undertake analysis of data, providing a contextual summary of the data/trends etc, where required.</td>
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| 1 | Support / produce a variety of external and statutory surveys e.g. University’s annual Higher Education Statistics Agency Staff return.  
Provide advice and support to business units as required. |
|---|---|
| 2 | **Support the current and future aims and objectives of the University through the provision of a first-class MIS HR service**  
- Ensure own HR activity meets agreed SLAs, milestones and KPIs taking appropriate corrective action where required.  
- Audit own performance and quality against individual / team / departmental objectives taking ownership to implement appropriate corrective action where required.  
- Regularly review system / reporting / HR processes to ensure the quality of data is not compromised, seeking improvements to current ways of working that can be supported and delivered through existing / new system functionality.  
- Represent the University and HR Department at internal / external meetings as required to build partnerships with other Departments / Universities etc.  
- Lead on administrative support to the Workload Planning User Group (when required) and associated customer involvement mechanisms. |
| 3 | **Support the current and future aims and objectives of the University through the provision of a first-class MIS HR service**  
**Customer:**  
- Support managers and staff by providing MI and systems support that enables accurate and timely decisions to be made.  
- Provide consistent advice and understanding of MI / systems to ensure customers have confidence in the service / data they are receiving.  
- Work in partnership with customers to ensure MI / system needs are understood and, whenever possible, implemented.  
**HR:**  
- Contribute to the continual development of the HR Department by championing the benefits of good quality data and self-service, ensuring that these are realised and supported through the MIS HR service provision.  
**Self:**  
- Contribute to team meetings, 1-1s and performance reviews ensuring that own skills are aligned to team, department, and University requirements.  
- Improve own specialist / technical / professional capability and expertise through work experience and coaching.  
- Adopt a flexible service approach where workload is re-prioritised accordingly dependent on fluctuating customer demands.  
- Project a positive, can-do attitude rather than focusing on issues and problems.  
- Ensure that data provided is in line with the General Data Protection Regulations and any other relevant legislation. Keep up-to-date with developments in data protection legislation and to apply this to the MIS service. |
| 4 | - Any other duties as required, in accordance with the nature and grade of the post.  
- This job description may be subject to revision following discussion with the person appointed and forms part of the contract of employment. |
## Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**                   | ▪ Excellent written and verbal communication skills with ability to contribute effectively in meetings etc.  
▪ Excellent customer service skills  
▪ Numeracy skills sufficient to perform complex calculations  
▪ Excellent Excel skills with the ability to create, understand and apply complex formulae  
▪ Excellent general IT skills (e.g., Word, Outlook, PowerPoint, Access)  
▪ Excellent organisational skills with the ability to demonstrate flexibility throughout the year | ▪ Customer feedback and engagement skills e.g., focus groups, user groups |
| **Knowledge and experience** | ▪ Experience of interrogating, analysing, and interpreting data (preferably HR related data)  
Experience of using and / or supporting business systems (preferably HR)  
Experience of using initiative to identify and solve problems  
Experience of working consistently to a fine level of detail and accuracy, whilst managing competing deadlines | ▪ Experience of using Cognos / Impromptu (or similar reporting tool)  
Experience of working successfully in a fast moving, changeable environment (preferably HE)  
Knowledge of data protection principles |
| **Qualifications, certification and training (relevant to role)** | ▪ Educated to first degree level or equivalent OR demonstrable experience in the field of HR or business systems / information | |
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - HR MIS Manager
  - HR Data Officer and System Administrator
  - Colleagues