



Job Profile

JOB TITLE:	HR Systems Officer
GRADE:	POA
POST NO:	246
JOB TIER:	5 (Non-management)
DBS CHECK:	Not required
DIRECTORATE:	Chief Executive's Office
SERVICE:	Human Resources

REPORTING STRUCTURE

Reports to:	HR Systems Implementation Consultant
Direct Reports:	0
Indirect Reports:	0

ROLE PURPOSE:

- To provide day-to-day support, configuration, data management, and reporting across HR & Payroll systems to ensure efficient and cost-effective provision of operational HR & Payroll activities across the Council.
- To act as first-line support for HR & Payroll systems queries and to support continuous improvement initiatives and associated system developments.

Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To support delivery of the HR & Payroll service in delivering on its commitment to operational excellence, promoting a positive image and supporting the delivery of the Council's wider objectives.

2. People Management

- No direct supervisory responsibility, however, there will be a requirement to guide and support Officers and support other staff.
- Assist in induction and training of peers, new employees & apprentices and other staff as required.

3. Operational Service Delivery

- Responsible for the delivery of an efficient and streamlined support service to both internal and external contacts, as agreed with the HR Systems Implementation Consultant, ensuring service level agreement standards are met.
- First and second line response to incidents, service requests and user support.
- Escalation of service issues with internal stakeholders and external suppliers as required.
- Actioning post creation, deletion and change requests in a timely manner.
- Support restructure process with provision of data and creation of new structures including related system changes.
- Ensuring the organisation and reporting line hierarchies are accurately maintained at all times and are reflected across all HR systems.
- Ensuring all employee changes from the HR system are reflected across all HR systems in a timely manner and utilising automated or technological solutions wherever possible.
- Maintain workflows, forms, processes, tables and security permissions in line with Council policies, supplier recommendations and industry best practice.
- Perform quality assurance checks and audits, data corrections and bulk uploads.
- Produce operational and statutory reports using HRIS tools and Excel/ Power BI/ Business Objects in line with agreed reporting schedule and ad hoc as required.
- Support UAT, regression testing and release communications.
- Deliver end user training to internal stakeholders.
- Support with creation and maintenance of training materials including user guides, videos etc.
- Support integrations, data mapping and documentation creation.

- Collating data for FOI and survey requests in a timely manner.
- Ensure all transactional activities are completed in line with the Council's policies, procedures and scheme of delegation.

4. Service Planning & Development

- Identify and suggest improvements to ways of working to deliver efficient and effective service to all customers.
- Support implementation of improvement initiatives and change programmes.
- Maintain knowledge of emerging technologies and suggest initiatives and developments for adoption.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost-effective changes to the current way of working.

6. Service Improvement

- Support the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Internal contacts: Other officers within the Council including Service Managers, HR and staff, colleagues in all departments.
- External contacts: external suppliers, other local authorities' staff, external auditors, government department representatives
- Supporting with supplier liaison to ensure system performance is within agreed terms, ensuring all issues are raised and escalated as required.
- Represent the Council at appropriate stakeholder events, developing effective working relationships to help contribute to the development and improvement of our service.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.
- Assist with cover for other roles during absences and busy periods.

9. Key Performance Indicators

- Delivery of agreed Appraisal objectives and against agreed service levels.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
GCSE's or equivalent qualifications (Maths and English)	✓	
CIPD or CIPP qualification or willing to work towards qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
CIPD or CIPP Membership		✓
Ability to work flexibly to meet the needs of the service including working outside of usual business hours to meet payroll deadlines as required.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience working within a transactional admin service.	✓	
Working as part of a team to complete accurate and timely changes to system records and configuration	✓	
Working within public sector or local government		✓
Experience of system testing and audit work		✓
Experience of delivering system related training to a range of stakeholders		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
An understanding of statutory HR requirements and obligations		✓
Ability to communicate effectively and explain complex processes to employees and managers	✓	
Ability to use a coaching style to resolve queries with managers and employees regarding HR & Payroll policies and procedures	✓	
Ability to learn and use a variety of ICT systems to deliver an efficient service and produce management information as required	✓	
Experience of a wide variety of systems and confidence with MS Applications and variety of databases	✓	
Ability to analyse and investigate areas of concern and propose innovative solutions using a methodical and systematic approach	✓	
Ability to influence, challenge and advise using a structured approach	✓	
Ability to prioritise workload, multitask and manage expectations, escalating where there are demands on resource	✓	
Significant and demonstrable experience in a transactional administrative service	✓	

Demonstrable experience of compiling and analysing data using a variety of tools (e.g. Excel, PowerBI, Business Objects)	✓	
Working knowledge of a variety of HR systems and technologies including integrations		✓
A good understanding of GDPR and data governance	✓	
Our values		
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.		
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.		
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.		
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.		
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.		