New City College

JOB DESCRIPTION

TITLE:	HR Systems, Reporting and Data Coordinator
GRADE:	Scale 10
RESPONSIBLE TO:	Group head of Workforce Development & Recruitment

PURPOSE OF JOB:

- To provide comprehensive professional support and systems management of the College's Human resources systems. This will include system maintenance, processing employee data and completing data returns
- To provide user support and training for the HR Team, payroll, college staff and management users.
- To review, recommend and develop HR management information reports that meet the needs of the organisation and relevant stakeholders.
- To develop and maintain the HR dashboard ensuring its fit for purpose and provides data specific to a department if required
- To work closely with and support the work of the HR and Finance teams, as well as work on further system implementation projects and system developments.

MAIN TASKS AND RESPONSIBILITIES:

1. Managing Strategy:

To be responsible and accountable for HR Systems Configuration:

- Overall responsibility for the college's HR systems.
- Oversee the processing of employee data within the HR systems across the College, ensuring and maintaining data integrity.
- Manage the application of upgrades and patches, understanding their impact and managing the implications.
- Ensure thorough testing of the final outcomes, working closely with the MIS team and HR system suppliers as appropriate.

- To support and maintain call logs and manage cases to resolution with HR system suppliers as necessary.

- To ensure compliance with internal and external change control procedures to apply agreed systems changes, including payroll elements.

- To configure and maintain system security and user accounts.

- To ensure confidentiality of data and that the security of the HR systems are maintained at all times, ensuring compliance with GDPR and other data protection regulations.

- To be responsible for the overall management of the organisation structure within the HR system. Overseeing the correct set up of units, posts, positions and reporting managers as changes arise within the College.

- To identify, configure and maintain the iTrent organisation structures to match the finance software (currently Axiom), including costing rules and codes.

- To ensure the application of bulk updates to iTrent, including data conversions and pay scale updates as required.

- To configure and continually develop system functionality to help improve business processes e.g., process chains, to enable more effective HR and payroll support and delivery.

- To review HR and payroll processes and develop batch and workflow processes to ensure seamless monthly processing on iTrent of staff changes, starters, leavers, transfers, pay changes, hours changes and any other identified requirements.

System Development and Implementation Projects:

- Lead, manage and oversee HR system projects relating to process and system improvements across the Group.

- Develop project plans in relation to the implementation of new modules of HR systems.

- To have an awareness of legislative changes, system trends and best practice; identifying, recommending and implementing appropriate system upgrades, developments and process improvements for both HR and payroll. Maximising the use of technology and automating processes where possible.

- Configure and continually develop system functionality to support the use of college systems such as Prosolution, MyNCC, ePDR and SharePoint.

- Provide HR systems support service by phone, email and in person to employee self-service users, managers, HR and payroll users.

- Provide HR systems user training in accordance with the CPD programme for induction and staff development days. Providing training to end users on new functionality; assisting in creating user support materials.

Management Information and Reporting:

- Responsible for designing and building HR and payroll reports within Business Objects to meet the needs of the organisation and HR and Finance stakeholders.

- Provide regular standard HR and payroll reports to an agreed schedule.

- Provide ad-hoc management information as required.

- Provide insight through analysis of management information across the College to enable organisation decisions making and influence development of HR strategy.

HR and Payroll Team Support:

- Develop easy to follow system documentation and user guides for HR and payroll teams. Provide training sessions, guidance and updates on the use of the HR and payroll systems where appropriate.

- Work collaboratively on HR, payroll and related projects as part of the team, providing expertise, management information and system considerations to influence and enable decision making for the project.

- Update own HR systems knowledge through own learning and attendance at network events, acting as the College's representative.

HR Dashboard

- To build develop and maintain the College’s HR dashboard (currently using Power BI)

- Ensure permissions are issued at the relevant level

- Creating bespoke dashboards where appropriate.

- Support the Group Executive Director of HR in the production of key metrics for annual and interim reports.

Data Returns

To take responsibility for data return such as SIR, AOC and other benchmarking requests.

2. In common with all other staff:

- To support the College's mission, vision, values and strategic objectives.
- To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.
- To implement the College's safeguarding policies and practices.
- To implement your health and safety responsibility in line with the College's Health and Safety policy.
- To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- To ensure that data is handled in line with the General Data Protection Regulations.

3. Person Specification: (E=Essential)

Education/Qualifications
A degree in Computer Science or other relevant subject area.
Payroll, IT or HR professional qualification.

Experience/Knowledge

Extensive experience of working with iTrent, with a detailed knowledge of the system.
Experience of iTrent implementation and module development.
Extensive knowledge of HR system configuration and maintenance.
Extensive Knowledge of Power BI
Extensive knowledge of creating dashboards for organisation use
Project Management experience.
Intermediate to advanced knowledge of using Business Objects, to create reports and present data.
Experience of using Visio.
Experience of facilitating system training to all levels of iTrent users.
Awareness of GDPR principles and their relevance to HR systems and record keeping.

Skills/Abilities
Advanced IT skills, and advanced knowledge of Microsoft Office suite particularly Excel.
Attention to detail, accuracy and reliability; a problem-solving approach.
Commitment to customer service and teamwork
Articulate and able to communicate professionally with colleagues at all levels, both internally and externally.
Ability to cope with a demanding workload.

Self-motivated.
A high level of verbal and personal fluency and communication skills.
Professional integrity and an ability to maintain the utmost confidentiality is essential to the role.

Additional Information:

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.