

Job Description

HR Management Information and Systems Manager

Salary:	Grade 8
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Head of People Operations
Responsible for:	Managing, supporting and developing HR/Payroll systems; publishing staffing data and analysis
Job family:	Administrative, professional and managerial

Job purpose

Reporting to the Head of People Operations, the HR MIS Manager will support the strategic development of HR systems and the provision of staffing data for the University. The role holder will actively monitor technical developments to maximise the functionality of HR software and ensure the University is providing relevant and accessible technological solutions for all its staff and stakeholders.

The role leads the HR MIS team to ensure all HR systems and connected services run effectively and securely to support the University, the HR&OD Directorate, system users and all staff at the University.

The role will also lead the development and provision of all necessary management information, data security, data compliance, maintenance and monitoring of the systems.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- 1) Ensure the HR IT systems and processes are fit for purpose to realise benefits, create efficiencies and meet current and future operational needs :
- 2) Lead on the continual development of Staff Connect and other HR IT systems as required.
- 3) Engage in current and future projects to develop / implement new HR IT systems working in partnership with teams from across the University.
- 4) Oversee the ongoing maintenance of staffing data within Staff Connect and other HR IT systems, monitoring accuracy and compliance on a regular basis, responding proactively to address omissions / errors.
- 5) Ensure effective business continuity plans are in place so that systems and processes provided by the team are resilient and can be maintained with limited disruption in the case of faults and errors.
- 6) Maintain an operational framework for the management and maintenance of Staff Connect and other HR IT systems through the development and implementation of policies and procedures and through appropriate and timely training for the Systems Team.
- 7) Ensure that HR IT systems, processes, third party providers and all associated data are compliant with legislation and data provision requirements
- 8) Work with the Head of People Operations and the HR leadership team to implement policy, design procedures and manage and monitor their legal compliance.

- 9) Manage the rolling programme of data archiving / deletion in compliance with the HR Data Retention Policy.
- 10) Ensure Freedom of Information requests and Subject Access Requests are responded to appropriately in the required timelines.
- 11) Oversee the timely production of data for University-critical submissions (e.g. HESA, REF etc.) plus the provision of accurate MI for all scheduled and ad-hoc data requirements within the timelines specified in the Service Level Agreement.
- 12) Develop and maintain internal and external relationships to enable the HR Systems team to provide a professional and effective service.
- 13) Lead and manage the HR Systems Team to ensure they are trained, motivated and empowered to provide an excellent service. Contribute to the wider operational management of HR via the Directorate Management Group (DMG).
- 14) Lead on engaging all managers across the University in the best practice use of Staff Connect.
- 15) Work closely with Information Services to facilitate technical support and liaise regularly with other key users of HR systems, such as Finance, to ensure timely exchange of vital operational information.
- 16) Develop and maintain key supplier relationships so that the University continues to secure effective customer support and the suppliers are effectively influenced in the development of products and functionality to meet the University's needs.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Managing a varied workload with competing demands and deadlines. The role holder will agree objectives and overall priorities with the HR Manager Policy & Projects but is expected to manage unexpected/unplanned work within overall timeframes. They are responsible for planning and organising their own work and that of the wider HR Information Systems team.
2. Keeping up to date with changes in legislation, regulations and guidance in regards to HR and Payroll related matters to ensure that the HR system is compliant. Adapting internal policy and updating/training key stakeholders to ensure system users understand and meet our legislative obligations.
3. They will need high levels of influencing, communication, and interpersonal skills to communicate effectively, building strong relationships across the HR teams and wider organisation, staying on top of the latest news, developments and trends that affect HR systems and data management.
4. Be the University's primary expert on HR system issues and related compliance legislation, such as GDPR, taking the lead in auditing best practice across the devolved HR service.

Facts & figures

The HR Management Information and Systems team consists of five Analysts who provide system support and administration for all HR software applications, principally HR records, payroll, recruitment and digital signatures. The team provide management information to a wide variety of managers across the organisation, both as formal reports but also as live data embedded within an application integrated into the HR/Payroll system. The team also provide support for the employee portal used by all staff.

Internal & external relationships

Internal: Director of HR&OD and HR leadership teams; all staff in HR; staff & managers across the University, particularly Information Services and Finance.

External: Systems suppliers (software and hardware), training companies, sector partners, other HEI's, consultants and specialist advisers.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Education to degree level or equivalent experience (A)
- A professional level qualification in Information Technology or Human Resources or significant experience working with HR systems (A, I)
- High level and practical knowledge and understanding of integrated HR software applications (A, I)
- Knowledge and practical experience of using HR information systems for data analysis and effective management information and KPI development for a range of stakeholders (A, I)
- Experience of using data query and extraction tools (SQL) (A, I, T)
- Highly developed numeracy skills for calculation and analysis of workforce planning information (A, I)
- Familiar with the requirements of the GDPR (I)
- Proven ability to work co-operatively with multi-disciplinary groups/teams (A, I)
- Advanced Microsoft office and IT skills with experience in using IT to improve business processes and drive efficiency (A, I, T)
- Problem solving skills and ability to understand, assimilate, analyse and interpret complex issues and data on a statistical and narrative basis (A, I)
- Understanding and appreciation of strategic organisational priorities with the relevant skills to understand and interpret requests in the context of University policies, procedures and initiatives (I)
- Able to motivate other team members to perform to a high standard (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria

- Experience of managing, motivating and developing a team to provide a high quality service, with the ability to prioritise own workload as well as that of the team (A, I)
- Experience of managing complex system implementation or change (A,I)