

HR Systems Manager

Job Description and Person Specification

Grade:	SM2
Team:	Human Resources
Reports to:	Deputy Head of HR (Operations & Systems)
Direct reports:	N/A

Job Summary:

Under the guidance of the Deputy Head of HR (Operations & Systems) and Head of HR, you will lead on the management and development of Family Action's HRIS (iTrent), collaborating closely with the Payroll and HR Administration teams to identify ways to leverage the system to improve efficiency and streamline our HR operations activity.

Key Tasks & Responsibilities:

HR Systems Management and Development

- To work alongside the HR Systems and Operations Manager to lead the ongoing development and optimisation of iTrent as Family Action's HR and Payroll System, including the implementation, testing and roll-out of further modules, functionality and system enhancements.
- To act as the functional and technical subject matter expert for iTrent, providing specialist advice on system capability, configuration and best practice and liaising with MHR as required to investigate issues and identify appropriate solutions.
- To oversee and undertake the day-to-day technical and functional management of iTrent including system configuration, user access and permissions, workflows, organisational structures, data conversions, bulk data updates and other system maintenance activities, ensuring the system remains accurate, effective and aligned to organisational requirements.
- To manage and prioritise system changes, enhancement requests and technical issues, ensuring appropriate requirements gathering, testing, implementation and documentation.

Automation, self-service and process improvement

- To lead the identification and implementation of opportunities to automate HR processes and reduce manual administration through workflows, approvals, notifications and self-service functionality.
- To work with HR colleagues to review and redesign processes, increasing manager and employee self-service ability, reducing reliance on manual HR administration and improving the efficiency and user experience of HR processes.

Data and Reporting

- To provide guidance, training and coaching to HR colleagues to promote high standards of data quality, accuracy and integrity within iTrent, undertaking regular checks and supporting colleagues to identify and resolve data quality issues, including those arising from bulk, organisational, and backdated changes.
- To develop and maintain regular and ad hoc HR reports using Business Objects and work with stakeholders to provide accurate management information, dashboards and workforce insight to support evidence-based decision-making.

Organisational Change

- To lead the HR systems activity required to support organisational change, including restructures, new service implementations, and TUPE transfers, including mergers.
- To collaborate with the HR Business Partnering & Advisory team to ensure organisational structures, reporting lines, positions, jobs, departments, and employee data are accurately maintained within iTrent.
- To work collaboratively with the wider HR team and other relevant stakeholders (including Payroll, IT, EDI, Implementation) to plan, coordinate and implement system changes arising from organisational change, ensuring appropriate testing, data accuracy and communication.

HR and Payroll Processes

- Under the guidance of the Deputy Head of HR (Operations and Systems), to work collaboratively with Payroll to identify and implement system development priorities across the integrated HR and Payroll system.

- To work with the Head of HR and wider HR leadership team to deliver key organisation-wide HR processes through iTrent, including global pay uplifts and other cyclical or high-volume processes, identifying opportunities to improve and automate these processes.

Support, Training and Development

- To work alongside the HR Systems and Operations Manager and HR Systems and Data Officer to manage, respond to and resolve incoming queries to the iTrent Queries mailbox, ensuring queries are appropriately prioritised and resolved within agreed timescales.
- To ensure that the HR team, managers and employees are appropriately trained and supported in the effective use of the system as pertains to their roles, including accessible guides, process documentation and video guides.
- To contribute to the HR Operations and Systems team's forward plan, prioritising system developments and process improvements in line with organisational priorities, available resources and business impact, and evaluating the benefits and effectiveness of changes delivered.
- To support the HR team with other ad hoc duties, as may be required.

Internal/External Relationships:

- Work collaboratively across the HR function, particularly with HR Administration, Recruitment, and Business Partnering, to ensure joined-up, high-quality service delivery.
- Build and maintain strong working relationships with the Payroll team, ensuring effective delivery of both business-as-usual activity and system development.
- Build and maintain strong working relationships with MHR, including the Project Manager, Account Manager and Consultants, to ensure a shared understanding of organisational requirements and support effective system development, implementation, testing and business-as-usual activities.
- Represent Family Action in external networks or forums as required.

Responsibilities & Requirements for all roles at Family Action:

- To lead by example and demonstrate Family Action's values of can-do, excellence, mutual respect, people focus, in your work, behaviour and in your professional relationships with colleagues, partners and service users.
- To ensure you have an understanding (appropriate to your role) and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
- To work flexibly, as required by the needs of the department and organisation and carry out any other reasonable duties when requested.

Person Specification

Requirements		Essential	Desirable
Each requirement will be assessed either at shortlisting stage (s), interview stage (i) or both (s, i) and it is indicated under Essential or Desirable as follows: ✓s, ✓i or ✓s,i			
Education & Qualifications			
1.	CIPD Level 5 qualification and/or equivalent experience working in HR	✓s	
Experience			
2.	Significant experience of administering and maintaining an HR information system (HRIS)	✓s,i	
3.	Experience of working with iTrent HR and Payroll system		✓s
4.	Experience of supporting system development, testing, implementation and continuous improvement	✓s,i	
5.	Experience configuring HR systems to meet complex and specific organisational requirements including supporting organisational change, such as restructures, TUPE transfers and new service implementations.	✓s,i	
6.	Experience of leading or coordinating projects, including planning activities, managing competing priorities and working with stakeholders to deliver outcomes		✓s,i
7.	Experience of providing guidance, training and coaching to colleagues with different levels of systems knowledge, including HR colleagues, managers and employees.	✓s,i	
8.	Experience working in a complex, geographically dispersed organisation with multiple services and organisational structures		✓s,i
9.	Experience of working with system providers to troubleshoot issues and deliver system enhancements		✓s,i
10.	Experience of working in the not-for-profit sector		✓s
Knowledge, Skills & Attributes			

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11.	In-depth knowledge of complex HR processes with the ability to translate business requirements into effective systems solutions.	√s,i	
12.	Strong attention to detail and a high level of accuracy when working with employee data, system configuration and complex changes.	√s,i	
13.	Demonstrable ability to build relationships and collaborate effectively, both internally within and across teams, and with external partners.	√s,i	
14.	Ability to work with diplomacy and assertiveness and always maintain confidentiality.	√s,i	
15.	Good working knowledge of employment legislation and its implications for HR processes and systems	√s,i	
16.	Ability to work autonomously using own judgement to make decisions, and as part of a team.	√s,i	
17.	Ability to work flexibly and accurately in a fast-moving environment and to prioritise work to meet the needs of internal customers and ever-changing requirements whilst maintaining professional standards.	√s,i	
18.	A high level of proficiency using Microsoft Office, in particular use of Excel to manipulate data.	√s,i	
19.	Ability to convey complex technical or numerical information in an effective way, as appropriate for the intended audience.	√s,i	
20.	Ability to constructively challenge existing processes constructively and make recommendations for improvement.	√s,i	
21.	Ability to use reporting and data analysis to identify trends, patterns and opportunities for improvement.		√s,i
Values			
22.	Commitment to Family Action's values: can-do, excellence, mutual respect, people focus	√s,i	
Other requirements			

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23.	Ability to attend in-person team meetings/away days in London on at least two occasions per year, with reasonable adjustments where required	√s	
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