St Mungo's

JOB DESCRIPTION

Job Title: People Systems Implementation Manager

Directorate: People, Culture and Inclusion

Location: Hybrid working - Tower Hill, London and homeworking

Reporting to: Director of People, Culture and Inclusion

Responsible for: No direct line management responsibilities

PURPOSE OF THE JOB

The People Systems Implementation Manager will serve as the primary lead for the People team on the project to replace our current people-related systems, including our ATS, LMS, and core HRIS. This role will involve close collaboration with a broader project team, including a Project Manager from the Transformation team, IT colleagues, subject matter experts from within the People team, and other stakeholders.

The entire process, from initial procurement to delivery, stakeholder engagement, and implementation, is expected to span approximately 12 months. This supports a wider objective to continually improve the way that the People Team delivers its operational services.

The People Systems transformation project is aimed at automating and streamlining the systems and processes across HR, L&D, and Resourcing teams, so that colleagues obtain timely and accurate People information and access to the correct People services and continue to be supported effectively through People queries and processes.

Key Responsibilities and Accountabilities:

- Collaborate and joint working with the wider project team.

- Engage proactively with IT colleagues and subject matter experts in order to ensure the new systems align to policies and efficient processes which deliver what the organisation and end users need and expect / user experience is more positive.

- Work collaboratively and sensitively with policy and process owners to ensure changes are built and implemented sustainably. This will involve:
  o spotting strategic links between systems, processes and policies and opportunities for wider improvements.
  o acting as the single point of contact for the subject matter experts into the project, ensuring their expertise is front and centre/considered at right point in the development and implementation of the new model and wider change programme of work.

- Support implementation and continuous improvement in People processes and systems including agreeing a framework for continuous improvement. This will include but is not limited to:
  o leading the testing of the new products with process owners and end users.
  o responsibility for the development and integration of the various People Systems and data.

- responsibility for the production and maintenance of People Systems processes, controls, procedures and audit guides.

- In collaboration with the Project Manager, oversee the creation of governance papers and communication materials, working with Subject Matter Experts when key decisions are required. Continuously review operational efficiency and control processes within the People team ensuring they are fit for purpose, meeting governance and audit requirements

- Set up the People Systems reporting suite, utilising the system's reporting functionality to ensure consistent and accurate reporting, which meets stakeholders needs including the Board of Trustees.

- Manage and deliver training for People Systems to People team colleagues and end-users to ensure effective use of new systems.

- Keep relevant stakeholders in the People, Inclusion and Culture directorate informed and up to date, ensuring they know what is required of them at each stage of the implementation project and feel involved and included in the change process.

- Monitor the performance of the new system post-implementation, making necessary adjustments to optimise functionality.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.

- Cover for other members of the team and division as necessary.

- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.

- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION
People Systems Implementation Manager

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Proven success in leading the planning and implementation of new people systems within a complex organisation, focusing on continuous improvements, automation, and self-service functionalities.

2. Proficiency in project management and stakeholder engagement, with the ability to build relationships and work collaboratively across organisational boundaries to achieve shared objectives.

The following are also required. These requirements will be assessed later in the recruitment process and you do not need to address these in your application.

- Experience of working as part of a People/HR team, with a good understanding of up-to-date HR policies and practices.

- Experience of using People systems and processes, with a track record of making continuous improvements to the service, including launching or enhancing automation and self-service functionalities.

- Demonstrable experience of evaluating and improving service delivery by implementing change and modernising practices within deadlines in a challenging and complex environment.

- Skilled in planning, implementing and managing organisational and culture change

- Experience of managing large data sets, creating reports and establishing reporting cycles.

- Strong communication and influencing skills, able to build relationships with a variety of people across the organisation.

- Excellent organisation and prioritisation skills, with the ability to manage your time and remain disciplined to meet specific and competing deadlines.

- Genuine interest in and commitment to St Mungo's work and client group.

- An understanding of and commitment to diversity & equality.

- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).

- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	- Is open to new ideas, improvement and change. - Handles situations and problems with innovation and creativity. - Shows commercial and financial awareness.
Interacting and Influencing	- Takes responsibility and demonstrates values-driven leadership. - Shows self-awareness. - Works well with other people. - Collaborates and networks effectively internally and externally. - Shows sound communication and influencing skills.
Understanding and Doing	- Able to find and analyse relevant written and numerical information and use it to make sound judgements. - Able to think strategically. - Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. - Has good writing skills at the level required for the job. - Plans, organises and manages time well. - Demonstrates compliance and accountability.
Involving and Including	- Builds client/stakeholder involvement into all activities. - Is client and customer focused. - Aware of own level of cultural competence and proactively seeks to develop. - Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	- Builds a high performing team. - Provides staff with clear direction and support. - Motivates, supports, enables and promotes the wellbeing of their team. - Manages the operational aspects of their function efficiently. - Implements plans, strategies and services effectively. - Actively contributes to service growth.