HR Systems and Continuous Improvement Analyst
(12 month fixed term contract with a possibility of permanency)

Job title: HR Systems and Continuous Improvement Analyst

Directorate: Human Resources, Finance and Corporate Services

Responsible to: HR Business Partner

Responsible for: N/A

Overall purpose of the post

The HR Continuous Improvement and System Analyst will provide support in activities concerning the current and future HR Systems and identify process improvement throughout all HR activities. This will involve assisting HR in data analysis, report writing, trouble-shooting, the general use of the system, developing and testing of new functionalities and communicating with customers and suppliers.

As a Process Champion you will have overall responsibility for the governance of HR processes, process maps, documentation, knowledgebase documentation and HR Intranet ensuring that all relevant systems are kept up to date. You will ensure design methodology, approvals, version control, change control and documentation are standardised and consistently applied.

Main responsibilities

HR Systems:
- Take the lead in developing the HRIS (currently CIPHR) such that it is upgraded, developed and maintained in line with current HR strategy including the development of the system's self-service facility and other linked add on modules.
- Provide advice, guidance and training to HR team and service users, in relation to the usage of our current and future HR and e-recruitment systems.
- Maintain and make improvements to the HR site within the Electoral Commissions document management system and intranet.
- Analyse processes and service / business needs and develop technical HRIS solutions.

- Work closely with colleagues in ICT and Finance to ensure that HRIS development and usage dovetails with the overall Electoral Commission ICT strategy.
- Liaise with and manage software suppliers with regard to trouble shooting any problems with functionality and any implementation of system developments.
- Maintain a minor works register via change control process, clarify and define requests and work with team to implement changes.
- Produce new, and maintain user guides, as well as hints and tips for systems users within HR and for self-service users.
- Manage system user security, including addition and removal of users and allocation of appropriate access according to role.
- Conduct regular exercises to audit, reconcile, cleanse or update data to maintain the integrity of the databases as required.
- Oversee the testing of patches, hot fixes, upgrades, workflow and development of modules.
- Develop and maintain a written suite of HRIS administration procedures.
- Assist with making changes to the organisation structure in the HR System.

Data Analysis:
- Support The Commission's Equality, Diversity and Inclusion (EDI) agenda by producing regular stats and KPI's on EDI and recruitment data to the Head of HR and the EDI/Race at Work Taskforce groups.
- Support a move towards a Data-led HR function through raising and highlighting trends and patterns in staff activity, especially round absence, employee relations issues, EDI and recruitment stats.
- Ensure that HR system records are accurately recorded and cross checked for validity. Lead on data cleansing activities
- Analysing the business information needs of HR and internal customers and develop effective reports to provide appropriate management information. This will include HR workflow reports such as probation end dates, right to work compliance etc.
- Examine trends from reports and preparation of analysis and commentary back to stakeholders, including the monthly and quarterly management reports.
- Prepare regular and ad hoc reports as requested by our customers in support of the various HR projects and organisational reporting requirements.
- Create and maintain spread-sheets/databases and shared folders for meetings, ongoing project work as a reference source.
- Ensure that Data Protection and Confidentiality requirements are met at all times in developing MI / data analysis.
- Manage the collection / preparation and maintenance of data relevant to our annual, quarterly and monthly reports to the Commission's Executive and Board.
- Manage the establishment structure by creating / closing units and posts, administering restructures, maintaining work patterns and maintaining other related data (budget numbers).

Continuous Process Improvement:

- Support The HR Business Partner (and wider HR function where relevant) in the delivery of improvement projects.
- Take the role of HR's continuous improvement lead for wider projects, as well as supporting the delivery of HR calendar events, provide support to the wider HR team when required.
- Review operational performance, seeking effectiveness and efficiency improvements through innovation and continuous improvement.
- Review operational performance where desired improvement has been identified, seeking effectiveness and efficiency improvements through innovation and continuous improvement.
- Assist with setup, implementation, maintenance of all new HR transactional processes, procedures and tools.
- Ensure that in implementing change relevant measures and/or Key Performance Indicators are in place and that any deviance can be identified and justified.
- Research, recommend and obtain approval for implementation of best practice that would contribute to the successful delivery of HR operations in order to champion and measure continuous improvement.

Key working relationships:

The post holder will work closely with colleagues within HR, Finance, IT, the Project Management Office and team managers across the wider organisation, to identify and meet their needs for HR business intelligence. They will also need to put together evidence based business cases for change as required and have the ability to influence both colleagues in the HR team, senior managers and users of the systems and processes of the need for change. As part of this the post holder will need to build relationships with system users to ensure any changes meet their needs and become embedded.

Additional details:

The post holder will need to take the lead on reviewing current processes and system use, identifying areas for development and improvement. This will involve applying an advanced understanding of HR systems and how they can streamline the work of the team. The post holder will have overall responsibility for ensuring the integrity of the data held within the system which will be used to support organisational decision making. With clear goals the post holder will have autonomy to decide the best way of achieving them ensuring plans are documented and deadlines are met. The HR systems and the processes it supports are key to the organisation being able to meet its goals in terms of getting the right people in post and administering key activities such as payroll. The post holder will need to be mindful of this when rolling out any changes.

General:

- To understand, and actively promote, the objectives and values of the Electoral Commission.

- To ensure equality of opportunity is maintained and respected at all times in accordance with the appropriate policies and procedures.

- To work in accordance with the Commission's policies including in particular its equality and diversity policies, its performance management process, its personal and team development process, and its quality standards for written communications.

- To work co-operatively with colleagues across the Commission, and actively participate in opportunities to communicate within the organisation including attending team and directorate meetings.

- To comply with the statutory provisions of the Health and Safety at Work Act 1974 and GDPR 2018.

- To make full use technology for all appropriate tasks.

- To demonstrate a willingness to work flexibly with others to respond to the needs of a changing organisation.

- To perform any other duty as directed by line management.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

Person specification

Competency	Requirement	Essential or Desirable
Specialist knowledge and experience	• Awareness of the capabilities of modern HR systems and how their benefits can be harnessed.	E
	• Experience of using an HR system and / or e-recruitment system as an advanced user or in an HR reporting capacity	E
	• Knowledge and experience of using CIPHR system	D
	• Experience using built-in or bolt-on reporting software (such as Business Objects) to extract and analyse data	E

		E
	• Experience of data analysis techniques and of using Excel spread-sheets at an advanced level.	E
	• Adept at using Microsoft Outlook, Word and Visio	E
	• Sound understanding of the Data Protection Act and GDPR requirements in the context of an organisation's HR system and ability to apply them practically.	E
	• Understanding of HR and familiarity with using HR systems.	E
	• Experience with preparing information relevant to government funded regulatory organisations or similar activity.	D
	• Educated to degree level or equivalent / CIPD qualified	D
	• Proven SharePoint or other Intranet development experience	D
Delivering results	• Pro-active, customer-focused and solutions-orientated	E
Problem solving	• Strong analytical and problem solving ability	E
Planning	• Strong organisational skills including the ability to juggle several different tasks and prioritise and organise workloads effectively	E
	• Familiarity with project methodology and reporting	E
	• Experience in creating performance reporting frameworks	E
Communication	• Communication skills to interact effectively with users in HR and other departments, software suppliers and staff in other organisations.	E
Team working/managing relationships	• Experience of working flexibly both with limited supervision and as part of a team	E
Personal effectiveness	• Diplomacy, tact and discretion	E
	• Committed to, and able to provide, excellent customer service	E

	• Experience of working in an environment where close attention to detail and accuracy are critical	E
	• Highly organised and responsive, with ability to work to SLAs and tight deadlines	E