# Role profile

| Job Title: | HR Systems Analyst (iTrent) | Grade: 12 | Spinal column point range: 38-40 |
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| Department: | HR | Post no.: | 64623 |
| Directorate: | Strategy and change | Location: | Perceval House |

| Role reports to: | Head of Payroll and HR Systems |
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| Indirect reports: | Apprentices, temporary/agency workers |

# Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

**Purpose of role**

- Responsible for the design, development, configuration, and customisation of the iTrent system (and its applications) across the council. Thereby contribute to the continuous improvement of the iTrent system and the council's overall objective to exploit technological advancement to secure greater business efficiencies.

- Responsible for providing prompt and quality-assured universal and bespoke solutions to transactional and technical queries and changing/challenging business needs.

- Responsible for delivering a responsive, time sensitive and flexible frontline support service to a wide range of service users/requests/demands, received in a variety of media.

- Responsible for the liaison with external suppliers such as Goodshape, LPP, Adecco and Learning Pool who need to interface to the iTrent system, ensuring that all files are fully tested and cleansed before loading.

- Deputise for the Head of Payroll and HR systems as directed.

**Key accountabilities**

**Holistic Systems development**

- Identify and undertake benefits analyses of opportunities for improvements to HR systems delivery or improvements to business processes effectively to all levels of the organisation, seeking feedback from across all service areas to develop and improve the HR system in line with business needs.

- Ensure a customer-focused transactional service is delivered to all customer areas in a timely and efficient manner.

- Lead on the delivery of customer satisfaction during service transition and post-implementation of transformed services performance and technical development of the HR System.

- Ensure that the day-to-day support function of the service is always resourced and delivers a first-class service to customers. To participate in training, always sharing learning with team members to ensure constant knowledge transfer occurs and all new or amended processes are documented.

- Manage how requests for information and queries will be allocated and progressed through to completion ensuring the needs of the service are met, escalating these requests through the team at different levels as required.

**iTrent HR system**

- Ensure the HR system (iTrent) is maintained including upgrades, system patches, ensuring mandatory legislative updates compliance are developed to meet the needs of the Council, and that the data held on the system is accurate, up to date and in compliance with relevant legislation and the council's data retention policy

- Monitor, organise, test, and facilitate iTrent software patches via MHR portal to correct issues with the software. Check the Service Cloud to see what patches have been issued, identify if they are relevant to Ealing installation and, where necessary work with MHR to install them into Ealing's test system and subsequently into LIVE.

- Maintain the iTrent system so that it is compliant with Ealing security rules. This includes the rules for logon passwords and their renewal, access permissions and restrictions to iTrent data. The post holder will ensure the reliability and security of data held within iTrent.

- Work with the software provider (MHR) to resolve any system issues and ensure that system upgrades and licensing are kept up to date.

- Control and maintain the iTrent system. Acting as an iTrent champion identify and develop best practice compliance and authorisation process to enable straightforward, logical, user-centred access to and efficient operation of all iTrent HR and Payroll processes.

- Share knowledge with the team in iTrent system housekeeping tasks including the setting up and maintenance of new system users, database management including ensuring the Task List administration function is monitored regularly to keep it up to date, ensuring tasks do not build up and are redirected appropriately. ongoing maintenance of accounts and the administration of daily, weekly, monthly, and annual housekeeping tasks such as DBS interfaces, sickness (Goodshape file), Learning and Beeline (Agency) new user data conversions etc. are carried out.

- Plan and carry out audits on the HR System user base to ensure system integrity and security, ensuring that the outputs from the audit reports are reviewed and acted upon.

- Provide support to the Head of Payroll and HR Systems for regular annual (or more frequent as required) disaster recovery testing with colleagues at the HR System service provider.

- Understand Ealing's audit archive policy and ensure the Council's HR System is complying with this, establishing frequency of archiving required and training colleagues in the process and ensuring this is documented.

- Ensure that when working with the Council's HR data externally, they are managed securely to always ensure confidentiality in line with the GDPR and other relevant statutes.

- Define, maintain, and implement plans and system testing of new HR System Service Provider software upgrades and to carry out, execute and deliver these plans and the resolution of any issues with the wider team.

- Create, maintain, and deliver a schedule of specific data cleansing reports on a regular basis to ensure that the data cleansing of the HR system is continually carried out and reviewed.

- Maintain an effective and progressive working relationship with the service and HRSSC teams; advise upon and support technical solutions to business

needs including a continuous review of developments in areas to ensure the iTrent System team can respond to changes effectively.

- Ensure iTrent system users are adequately supported and that regular internal team meetings are held to discuss issues, inform development, and resolve problems. Raise service requests with MHR (service provider) as required. Support the team to ensure this happens and that specific customer requirements are met.

- Provide support and input when required at service review meetings.

- Create, plan, and deliver training courses or sessions about the iTrent System, either for groups or on a one-to-one basis.  Deliver training on new functionality or developments.

- Ensure that the iTrent Help Desk Support Officer is fully briefed on carrying out training sessions for the iTrent Apprentices when required and to manage their performance.

- Work with colleagues within the wider council departments to ensure that the HRSSC function makes a valuable contribution to the Council and the communities it serves.

- Represent the HRSSC at external meetings and seminars such as HR Systems technical, user and special interest groups and others such as school user groups, and to provide feedback from these meetings to senior management in the HRSSC to inform service improvements.

- Extract data for a range of statutory and regulatory data requests from government departments and external organisations.

- Maintain the Ealing Council organisational structure including units, posts, positions, ghost positions, costing and reporting hierarchies, to include the administration of agency managers within iTrent who are covering vacant positions including tracking them through to the completion of their assignment.

**Third Party interfaces**

- Responsible for the exchange of data between Ealing Council and third-party services providers such as Goodshape, Local Pension Partnership, Adecco and Learning Pool ensuring all systems are up to date with the establishment structure details and staff records.

- Any other duties appropriate to the post and grade.

**Key performance indicators**

- Effectiveness of partnering with, and delivery of data and information support to, customer departments/directorates (measured by annual performance appraisal).

- Effectiveness of specialist support (measured by annual performance appraisal)

- Compliance with relevant HR and information and data management legislation.

- Compliance with corporate standards in relation to HR and information & data management.

- Delivery of projects to time, cost, quality.

- Effectiveness of the iTrent System as a key corporate system (measured by annual internal and external audits).

**Key relationships (internal and external)**

- Colleagues in the HR shared service centre

- Core HR and OD colleagues

- Colleagues in ICT and Finance

- Managers and staff within departments across the council

- Line Managers/staff in customer departments/directorates, schools, and external GEL, WLWA, Academies

- External providers/consultancies (Senior Account Managers for the HR System service provider, the Council's chosen DBS contractor (Procius) Goodshape, Adecco, Learning Pool

- Head Teachers, School Governors, and Trade Union/Employee Forum Representatives

**Authority level**

- People: supervises others; sustains key working relationships with a wide range of customers including Executive Directors, Headteachers, employees, pensioners, job applicants
- Policy: creates, applies, and evaluates protocols and procedures for the Council's iTrent HR system
- Financial: devises and implements technological solutions which generate wholesale financial efficiencies.

# Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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**Essential knowledge, skills and abilities**

### ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. **In-depth technical knowledge of all workflow processes within HR systems
2. **In-depth technical knowledge of Business Objects report writing in relation to iTrent HR System data universe.
3. **Ability to extract and manipulate data output at an advanced level in Microsoft Excel
4. **Ability to apply knowledge and skills gained to secure the continuous improvement of the use of iTrent HR Systems and achieve efficiency, value for money and service standard targets.
5. Ability to work proactively and collaboratively within the team, ensuring shared priorities/outputs are clearly identified and attained.
6. **Thorough understanding of the use of technology for business improvement
7. **Advanced knowledge of HR databases and business intelligence reporting tools at the highest level and understanding how they can be used to provide people data.
8. Advanced level Microsoft Office skills
9. **High level knowledge of the GDPR, Data Protection legislation, corporate governance requirements and Freedom of Information Act and the need to maintain confidentiality when handling personal data.
10. **Excellent communication and listening skills including the ability to convey complex technical information to a range of audiences in a variety of media.
11. Problem solving skills to provide proactive and creative solutions to meet information and system requirements.
12. Able to work methodically and with attention to detail.
13. **Ability to review and document processes and procedures to find cost-effective and efficient technical solutions.

**Essential qualification(s) and experience**

1. Degree in a relevant discipline or equivalent experience
2. Experience of using Microsoft Office packages at an advanced level
3. Experience of implementing, developing, and maintaining HR people management systems which deliver clear business benefits.
4. Experience of using HR/Payroll systems within a medium to large organisation to provide solutions and processes which meet business objectives.
5. Experience of using Business Objects reporting tools to extract data from HR systems in a medium to large organisation.

# Values and behaviours

| Improved life for residents | Trustworthy | Collaborative | Innovative | Accountable |
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| • Is passionate about making Ealing a better place<br><br>• Can see and appreciate things from a resident point of view<br><br>• Understands what people want and need<br><br>• Encourages change to tackle underlying causes or issues | • Does what they say they will do on time<br><br>• Is open and honest<br><br>• Treats all people fairly | • Ambitious and confident in leading partnerships<br><br>• Offers to share knowledge and ideas<br><br>• Challenges constructively and respectfully listens to feedback<br><br>• Overcomes barriers to develop our outcomes for residents | • Tries out ways to do things better, faster and for less cost<br><br>• Brings in ideas from outside to improve performance<br><br>• Takes calculated risks to improve outcomes<br><br>• Learns from mistakes and failures | • Encourages all stakeholders to participate in decision making<br><br>• Makes things happen<br><br>• Acts on feedback to improve performance<br><br>• Works to high standards |