**JOB DESCRIPTION**

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| **POST TITLE:** | HR Systems Consultant |
| **GRADE:** | 10 |
| **DIVISION / UNIT:** | Human Resources |
| **DEPARTMENT** | Governance and Assurance |
| **REPORTS TO:** | HR Systems & Data Lead/Manager |

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| **PURPOSE OF THE JOB** |

This role will work closely with key stakeholders within HR, across the wider business functions, and with external technology partners, taking responsibility for the configuration, maintenance, operation, and ongoing administration of existing software (SAP, Talent Link, iCasework, Org publisher, and other smaller HR technology solutions), using various change methodologies to ensure appropriate controls and governance is in place.

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| **PRINCIPAL ACCOUNTABILITIES** |

**Responsibilities**

1. Provide the first line of support for systems issues; a central point of contact in collating, trouble-shooting, and escalating issues, partnering with third party vendors (where required) to efficiently and effectively resolve issues
2. Develop and maintain effective working relationships, networks, and partnerships with external HR system suppliers to ensure timely resolution of problems
3. Oversee user access management (UAM) with security and role profiles being correctly used, monitored, and assigned, across appropriate systems
4. Undertake ongoing systems maintenance including interfaces, tables, field, and structural updates
5. Work with SAP experts to support ad hoc requests such as mass data loads, data interrogation and reorganisations
6. Collaborate with the HR Systems team, internal stakeholders within HR and IT, and external suppliers to facilitate and manage change release cycles including impact assessments, configuring system changes/enhancements and, change management communication
7. In collaboration with colleagues, design, develop, and configure systems changes, using solution led design principles, and various change methods
8. Gather requirements and conduct feasibility/impact assessments for system changes, including raising configuration requests (where required), and perform quality assurance checks on system configuration and undertaking best practice systems testing methodology
9. Produce and maintain system documentation (e.g. workbooks, tech specs, etc.) - create and maintain systems help and user guidance documentation in various formats, supporting training and creating user guides where needed, and upskill colleagues on best practice use of existing tools and systems
10. Co-create with, and support operational project teams for all new relevant HR system implementations and perform "Business As Usual" system actions based on the HR yearly calendar (e.g. incremental increases, and benefits and performance cycles)
11. Partner and collaborate with various HR teams to improve data quality, data integrity, system processes and functionality

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| **JOB CONTEXT** |

This role is member of a small specialist team with responsibility for both HR Systems Management, and data insights.

**Financial responsibilities**

This role has no direct budget accountability.

**Conditions of Service**

This role is covered under the NJC conditions of service as applied in Southwark Council. Comply with and promote the Council’s Equal opportunities policy. The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed. This role is deemed to be a full time role (36 hours a week).

**General**

The post holder is required to carry out duties and responsibilities of the post in accordance with the Councils’ policies and procedures and standing orders.

**Health & Safety**

The post holder is required to carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy, and Health and Safety legislation.

**Job sharing**

This post is open to job share.

**Grade/Conditions of Service**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed.

**PERSON SPECIFICATION**

The person specification is a picture of skills, knowledge and experience required to carry out the job.

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| **Knowledge, including educational qualifications** | **Essential (E)** | **How assessed (S/ I/ T)** |
| Expertise in defining and analysing business processes and dataflow | E | S/I |
| Change execution/Delivery and/or project experience (agile or waterfall) | E | S/I |
| Expertise in systemic change management | E | I |
| Outstanding communication skills and ability to translate technical requirements into clear business language to senior stakeholders | E | S/I |
| Expertise across MS Office suite, particularly Excel & Visio, and preferably with MS Projects expertise | E | S |
| A good understanding of HR processes and procedures | E | I |
| **Experience** |  |  |
| HRIS maintenance and configuration experience, ideally with Spinifex, SAP, iCasework, & Talent Link is advantageous and not essential | E | I |
| A demonstrable track record of proactively identifying and delivering system enhancements that create organisational value | E | I |
| Significant experience delivering end to end technology related upgrades | E | S/I |
| First line support of HR systems; issue management, trouble-shooting, and third party vendors engagement | E | S/I |
| **Aptitudes, Skills & Competencies** |  |  |
| Demonstrable experience in questioning, problem solving and taking initiative | E | I |
| Continuous improvement focused | E | I |
| Excellent organising/planning skills, great attention to detail, with the ability to coordinate and manage multi-task changes and organise workloads in a structured and logical way, working to deadlines | E | I |
| Strong verbal and written communication skills, and a willingness and ability to flex communication style to your audience | E | I |
| Ability to build rapport, persuade and influence others | E | I |
| Ability to work independently, manage own time to meet required deadlines, and also be a team player who works collaboratively too | E | I |
| An analytical and solutions-oriented mind-set | E | I |
| Demonstrates informal leadership behaviours and practices | E | I |
| Comfortable with ambiguity, with a growth mind-set, and able to multi-task | E | I |
| **Special Conditions of Recruitment** |  |  |
| Comply with and promote the Council’s Equality and Diversity policies |  |  |
| Attendance at meetings outside of office hours as and when required |  |  |

**Key: E** Essential **S** Shortlisting criteria

**I** Evaluated at interview **T** Subject to test