**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Head of HR systems and management information | **Grade**: PO6 |
| **Section:** Human Resources | **Directorate:** Resources |
| **Responsible to following manager:**Head of HR | **Responsible for following staff:**iTrent Support Officer x3Management Information Officers x 3 |
| **Post Number/s:** | **Last Review Date**February 2020 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

To have overall accountability for the development, implementation and maintenance of the HR/Payroll system (iTrent), this includes any associated application upgrades and interfaces to other applications, ensuring the availability, resilience and integrity of any data within the system. To have day today responsibility for the contract management of the system. Ensuring the system is used across the SSA to its maximum potential and organisation efficiency.

Oversight of Management information for and from the HR team. Responsibility includes co-ordination of benchmarking surveys, open data, FOI and SAR responses.

**Specific Duties and Responsibilities:**

1. Manage a team consisting of System Support Officers and Management Information Officer providing the necessary support and development expertise for the HR and Payroll system (iTrent).
2. To be responsible for the fulfilment of HR/Payroll management information requests and for the development and delivery of training material and courses for all users at all levels.
3. To liaise with other HR teams and the wider organisation as necessary to ensure the appropriate technical input/advice to the development and support of the system and its integration with other systems as appropriate/necessary.
4. Oversight of the relationship with MHR, the software supplier, ensuring contract compliance and any dispute resolution. Representing the SSA at appropriate forums in relation to the maintenance of up to date information with regards to the development and maintenance of the system.
5. Reviewing new release schedules from MHR and managing the deployment of new functionality including demonstrating, scheduling, testing, training, documenting and supporting any changes.
6. To maintain an overview of HR and Payroll legislation to assess the potential impact of any change on the operation of the system. Liaises with the appropriate service delivery managers to the effect.
7. Responsible for the maintenance of the iTrent organisation structures, ensuring that it is a current and accurate reflection of the organisation’s hierarchy. To provide expertise on the upkeep of the structure and ensure major restructures are executed in a timely fashion.
8. To liaise with audit to ensure the system meets all SSA security requirements to maintain ISO27001 accreditation and to maintain effective business continuity plans for HR and Payroll system service to the organisation.
9. To advise and provide recommendations on the suitability of any future organisations’ use of iTrent.
10. To co-ordinate responses as requested under the Data Protection Act, Freedom of Information Act and Subject Access Requests plus statutory and other survey needs.
11. To co-ordinate the HR contribution to open data, ensuring the timeliness and accuracy of data posted on the respective Council websites.
12. To ensure the compilation and timely submission of accurate financial and performance indicator returns for inclusion in Committee reports and for dispatch to the Policy Unit, and separate Directorates as required

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* Responsible for the management of the HR and Payroll System Support and Development budget and the authorisation of invoice payments.
* Responsible for the management of a team of 3 iTrent System Support Officers and 3 Management Information Officers.
* May be ad-hoc requirements to work outside normal hour.

**Team structure**

**Person Specification**

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| **Section:** Human Resources | **Directorate:** Resources |
| **Responsible to following manager:**Head of Payroll and HR Systems | **Responsible for following staff:**iTrent Support Officer x3Management Information Officer x 3 |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Requirements** | **Assessed by A &**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Demonstrable track record of recent experience and specialist knowledge in the SSA’s chosen HR and Payroll system - iTrent | A/I |
| Demonstrable understanding of the business of HR systems and MI. | A/I |
| Knowledge of legal requirements relating to data management, in particular processing of FOI and SAR requests | A/I |
| Good all round IT literacy, broad knowledge of IT topics. | A/I |
| **Experience**  |
| Proven experience of working in a Senior HR systems /MI role | A/I |
| Experience of Business Objects and provision and display of meaningful data | A/I |
| Experience of projects management with demonstrable record of experience in directly managing or significantly contributing to major application implementation projects. | A/I |
| Proven line management experience | A/I |
| Experience in managing service delivery or helpdesk environment | A/I |
| Experience of supplier contract management  | A/I |
| **Skills**  |
| Ability to communicate effectively, verbally and in writing with senior business managers. Creating user friendly training documentation | A/I |
| Analysis, planning and report writing skills | A/I |
| Presentation and persuasion skills with an ability to facilitate group discussion. | A/I |
| Ability to deal constructively and expediently with conflict along with the social skills to develop and maintain good working relationships. | A/I |
| Ability to deviate from prescriptive mandates for pragmatic reasons | A/I |
| **Qualifications**  |
| Educated to ‘A’ Level standard or equivalent | A/C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**