HR Data Analyst

Basic information

Band: E
Job family: Human Resources
Terms: Permanent
Location: Cheltenham

Reports to: Workforce Strategy Manager
Team: Human Resources
Business unit: CEO

Role purpose:

To produce all business workforce metrics and people analytics, as well as advising on any relevant additions/amendments to reports presented to management.

Be the go-to person for HR data and people analytics. Develop the HR analytics function to drive organisational development and, where necessary, present data and insights to senior leadership teams and executive colleagues.

Key duties and responsibilities:

- Be the HR system lead, working with the external service provider to ensure the system is usable for all employees, and updates/improvements are developed and implemented when required.
- Ensure high quality, accurate, insightful data is produced and maintained, working with the HR Team to ensure this is the case.
- Deal with requests for information, and create ad hoc reports for the team, employees, and management as required.
- Be the lead for calculating, implementing, and communicating the annual pay award for the business.
- Produce, present, communicate, and publish yearly gender pay gap information on the government portal.
- Accurately produce all required HR data reports, displayed in appropriate formats, in agreed timeframes. This includes the production of recurrent and ad hoc HR data metrics/dashboards.
- Liaise with internal business units to obtain required data.
- Be the main 'super user' for the HR system, and the point of contact for the system provider. Work to ensure the system remains fit for purpose, developing functionality, supporting new module rollout and opportunities for system enhancement, and work closely with line managers and other key HR system users to develop their knowledge and use of the system.
- Be visible to customers, and be the go-to person for HR data and operational improvement advice.
- Consistently engage with internal customers, making sure what is required is delivered, and making suggested changes where applicable.
- Monitor team SLAs and KPIs to ensure we are providing the best service possible.
- Responsible for the overall business dashboard reporting, analysing the data, highlighting key areas, and predicting trends for discussion, working with the HR business partners and the Head of HR to create this.
- Collate and monitor data for benchmarking purposes, using external agencies as and where required.
- Work with different HR functions to provide administrative improvements and bespoke tools that drive efficiencies and improve reporting.
- Work closely with talent and learning partners to create new tools and dashboards, and develop processes for training programme evaluation and reporting.
- Present data to senior management, and champion new developments in people analytics across the business.

Person specification:

Essential:

- Excellent knowledge of Microsoft Office, especially Excel, PowerPoint, and Word.
- Ability to provide clear and accurate information in a suitable format for business use.
- Experience of data analysis/data manipulation/problem solving.
- Confidence and skill when presenting information to different audiences.

Desirable:

- Knowledge and experience of creating HR metrics.
- Experience of working in a human resources function.
- Experience of dealing with external service providers.
- Knowledge of Select HR system.

Accountabilities:

Financial:

- None

Non-financial:

- Accountable for the provision and maintenance of accurate workforce metrics for business use.
- Authority to represent the HR Team when working in project groups/working parties.
- Authority to update the HR System in line with legislation and system update requirements.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.