![UCAS]

HR Systems & Data Coordinator

Basic information

Band: E
Job family: Organisation Development
Terms: Fixed term contract
Location: Cheltenham

Reports to: HR Business Partner
Team: Organisation Development
Business unit: Finance & Corporate Services

Role purpose:

To produce all required workforce metrics, using all available data sources and systems. Manipulating and analysing data to produce management information reports, key people metrics, and identifying emerging trends or issues.

Working with the team to ensure high quality, accurate HR data is maintained on the HR system, delivering efficiencies through the HR system as required.

Supporting team operations by ensuring high quality, accurate employee documentation is produced and maintained in an accurate manner. Dealing with requests for information and general queries from the team, employees, and line managers as required.

To engage with the HR system provider and internal support to ensure system efficacy, and that issues and developments are actioned in a timely and considered manner in line with SLAs.

Key duties and responsibilities:

- Produce all required HR reports and metrics accurately and within agreed timeframes – this includes the production of recurrent and ad hoc HR reports.
- Liaise with internal business areas to obtain data as required.
- 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, supporting new module roll-out and opportunities for system enhancement, and working 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 trends for discussion, and working with the HR business partners to create this.
- Collate and monitor data for benchmarking purposes, utilising external agencies as and when required.
- Significant involvement in key business deliverables such as the annual pay award process, legislative reporting, HR system process improvement, etc.
- Support team operations by ensuring high quality, accurate employee documentation is produced and maintained in an accurate manner. Deal with requests for information and general queries from the team, employees, and line managers as required.

Person specification:
- Excellent knowledge of Microsoft Office, especially Excel and PowerPoint.
- Ability to provide clear and accurate information for use by the business.
- Experience of data analysis/data manipulation.
- Experience of working in a human resources environment is desirable.
- Knowledge and experience of creating HR metrics is desirable.
- Knowledge of Select HR desirable but not essential.
- CIPD qualification desirable but not essential.

Accountabilities:
Financial:
- None.

Non-financial:
- Accountable for the provision and maintenance of accurate workforce metrics for business use.
- Authority to represent the OD Team when working in project groups/working parties.

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.