**Job Description**

**Job title: Human Resources Information Systems Manager**

**Grade: 9 Post number: 001728**

**Directorate: Resources**

**Unit: Human Resources and Organisational Development**

## Job purpose

To lead the development, management and maintenance of the GLA’s HRIS, including the building and maintenance of all reports to enable effective reporting of management information as required. To undertake analysis and benchmarking of data in order to support the regular reporting requirements of the GLA. To contribute to the effective performance monitoring of both the contracts with the HRIS and payroll providers.

**Principal accountabilities**

1. Lead in the development, management and maintenance of the GLA’s HRIS (currently Midland’s ITrent system ensuring it meets the requirements for the GLA, MOPAC and the OPDC whilst maximising the utilization of the system to automate standard HR processes. Ensuring all HR hierarchies remains up to date and accurate.
2. Ensure continuity of the system through managing all liaisons with the provider’s HR service desk. Lead on system upgrades, reviewing release notes, testing and scheduling. Maintaining the security of the system for all users together with GLA Technology Group on connectivity issues.
3. Lead liaison with external payroll staff for all systems issues, ensuring that all payroll data held by the payroll provider (currently LFB) is reconcilable with the HRIS. Lead on the application of annual payroll changes, working with the HR Officers to process all payments required, amend ITrent according and advise the payroll provider accordingly. Complete monthly audit of payroll changes and also reconcile payroll queries raised by Financial Services.
4. Provide cascade training and instruction for all operators of the system both Employee Self Service and People Managers including preparation of guidance notes for any additions of functionality. Lead in the provision of feedback to the shared services partner and work with them on general developments of both systems, specifying changing reporting requirements with a view to achieving continuous improvements and enhancements of the systems.
5. Collate, distribute and analyse human resources information for internal and external clients, including performance and monitoring indicators, staff profile data, absence management statistics, corporate health indicators, the twice yearly workforce report, gender and ethnicity pay gap reports, quarterly Corporate Performance Indicator reports, payroll changes report and undertaking trends analysis and benchmarking to aid and inform managerial decision making.
6. Develop and maintain a detailed understanding of the management information requirements for the GLA, MOPAC and the OPDC to enable the human resources function to offer added value reporting to managers to aid decision making.
7. Line manage the Human Resources Systems Information Assistant, supervising work and providing ongoing guidance and support on;

The maintenance of the GLA’s HRIS, including quality of the data, development of the data processes, and maintenance of system security.

Management of HR hierarchies for the GLA, OPDC and MOPAC.

The production of accurate workforce data.

Facilitation of quarterly meetings with both the HRIS and payroll providers.

1. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
2. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

### Key relationships

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| --- | --- |
| Accountable to: | Human Resources Manager |
| Accountable for: | GLA’s computerised human resources information system  Resources allocated to the job  Human Resources Information Systems Officer |
| Principal contacts: | Executive and mayoral directors, managers and, staff across the GLA.  Internal and external audit  Financial services lead officers for payroll matters.  HR Managers for both OPDC and MOPAC  System supplier’s project manager and payroll services manager and staff.  Human resources systems information officers across the functional bodies |

#### Person specification

**Technical requirements/experience/qualifications**

1. Substantial experience of working in an equivalent human resources role, providing information services, and having a clear understanding of human resources operational activity.
2. Significant experience of developing, managing and maintaining an HRIS including liaison with external partners and internal teams on fault rectification, software updating and system continuity matters.
3. Experience of using reporting tools such as Business Objects or Cognos Impromptu to generate management information including knowledge and application of creating variables, writing ‘if’ statements and outputting reports in user friendly format and to complete statutory and other returns.
4. Very substantial experience and expertise of using relevant software e.g. charting software, word processing, spreadsheets, relational databases, and industry standard reporting software to maximise outputs from the GLA’s human resources systems.

**Behavioural competencies**

**Stakeholder Focus**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 2 indicators of effective performance

* Seeks to understand requirements, gathering extra information when needs are not clear
* Presents the GLA positively by interacting effectively with stakeholders
* Delivers a timely and accurate service
* Understands the differing needs of stakeholders and adapts own service accordingly
* Seeks and uses feedback from a variety of sources to improve the GLA’s service to Londoners

**Communicating and Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

 Level 3 indicators of effective performance

* Encourages and supports teams in engaging in transparent and inclusive communication
* Influences others and gains buy-in using compelling, well thought through arguments
* Negotiates effectively to deliver GLA priorities
* Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
* Advocates positively for the GLA both within and outside the organisation

**Managing and Developing Performance**

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Level 3 indicators of effective performance

* Motivates and Inspires others to perform at their best, recognising and valuing their work and encouraging them to learn and reflect
* Sets clear direction and expectations and enables others to interpret competing priorities
* Agrees and monitors challenging, achievable performance objectives in line with GLA priorities
* Manages performance issues effectively to avoid adverse impact on team morale and performance
* Promotes a positive team culture that respects diversity and deals with barriers to inclusion

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3 indicators of effective performance

* Monitors allocation of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Gains buy-in and commitment to project delivery from diverse stakeholders
* Implements quality measures to ensure directorate output is of a high standard

# Translates political vision into action plans and deliverables

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 3 indicators of effective performance

* Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
* Actively challenges the status quo to find new ways of doing things, looking for good practice
* Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
* Initiates consultation on opportunities to improve work processes
* Supports the organisation to implement innovative suggestions

**Research and Analysis**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 3 indicators of effective performance

* Expands networks to gain new information sources for research and policy development
* Identifies and implements methods to ensure intelligence is of a high quality
* Encourages others to analyse data from different angles, using multiple perspectives to identify connections and new insights
* Tailors research investment in line with likely impact for Londoners and policy priorities
* Retains a bigger picture view, ensuring research recommendations are appropriate and practical for the GLA and its stakeholders

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work