GREATER**LONDON**AUTHORITY

Job Description

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

Grade: **Grade 6**   **Post number: 003946**

Directorate: Chief Officer

Unit: **Human Resources and Organisational Development**

Job purpose

To support the development, management and maintenance of the GLA's digital human resources information system Midland I Trent. To support the production of workforce data for both statutory and corporate reporting and to performance monitoring of both the contract with Midland HR and the shared payroll service with LFB.

Principal accountabilities

1. Support the HR Systems Information Officer in the development, management and maintenance of the GLA's computerised HR System Midland ITrent ensuring it meets the requirements for the GLA, MOPAC and the OPDC whilst maximising the utilization of the system to automate standard HR processes.

2. Support in the maintenance of various system tasks to include user access security and hierarchy maintenance.

3. Work with the HR Systems Information Officer to maintain the integrity of the data input, revisiting and improving procedures and workflows where required.

4. Responsible responding to the GLA HR Systems queries and maintenance of the queries inbox.

5. Support the HR Systems Information Officer in the production of workforce data responses to requests for information, including Freedom of Information and data access requests, Mayor's questions and other general correspondence.

6. Review the monthly data check reports, reconcile against finance data reports and amend the HR System where required.

7. 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.

8. Facilitate quarterly performance management meetings between the GLA Midland HR and also quarterly meetings with the shared service payroll provider LFB.

9. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.

10. 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 contacts

Accountable to: Human Resources Systems Information Officer

Accountable for: Resources allocated to the job

Principal contacts: Managers and staff across the GLA

PERSON SPECIFICATION

Technical requirements/experience/qualifications

Essential

1. Experience of working in an equivalent human resources role, providing information services, and having a clear understanding of human resources operational activity.

2. Experience of using information technology with specific knowledge of Excel functionality.

Desirable

- Experience of maintaining a computerised human resources information system including system integrity matters.

- Experience of analysing human resource data and presenting in an easy to read format.

- Experience of using reporting tools such as Business Objects

Behavioural competencies

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 2 indicators of effective performance
- Proactively seeks new information sources to progress research agendas
- and address gaps in knowledge
- Grasps limitations of or assumptions behind data sources, disregarding
- those that lack quality
- Analyses and integrates qualitative and quantitative data to find new insights
- Translates research outcomes into concise, meaningful reports
- Identifies relevant and practical research questions for the future el 2 indicators of effective performance

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 2 indicators of effective performance
- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

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

Level 2 indicators of effective performance
- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach
- problems
- Seeks the opinions and experiences of others to understand different
- approaches to problem solving

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 2 indicators of effective performance
- Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
- Ensures own and others' workloads are realistic and achievable
- Provides staff with clear direction and objectives, ensuring they understand expectations
- Recognises achievements and provides constructive feedback and guidance
- Gives staff autonomy and confidence to perform well and to their potential

Decision Making
… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance
- Takes decisions as necessary on the basis of the information available
- Makes decisions without unnecessarily referring to others
- Involves and consults internal and external stakeholders early in decisions that impact them
- Identifies potential barriers to decision making and initiates action to move a situation forward
- Demonstrates awareness of the GLA's decision making processes and how to use them

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 2 indicators of effective performance
- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

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