HR Systems Manager
HR Department

Vacancy reference: 8583
INTRODUCTION

As a member of the prestigious Russell Group, the University of York employs over 4,200 staff across 30 Academic Departments and 10 Support Departments and has 17,000 students studying a wide range of Undergraduate and Postgraduate programmes.

Human Resources (HR) is a major support function within the University and offers the full range of HR services expected in an organisation of its size and complexity.

Within HR, the HR Systems Manager will lead the HR Systems Team to develop and maintain the technology required to support the University HR Strategy, both in terms of the core HR digital platform but also the technology required to support efficient and effective HR service provision and transactional management.

Reporting into the Reward and HR Systems Manager you will have a number of responsibilities including:

- Developing and maintaining the HR Technology provision (in conjunction with the University IT Services Developers) to support the University HR Strategy.
- Ensure the seamless integration of HR policy, process and technology through stakeholder engagement, robust process maps and expert input on best practice.
- Develop and implement the University HR data and insight model
- Lead the HR Systems team to ensure the appropriate knowledge and skills are in place to support HR Systems activity.

If you are interested in how Human Resources plays a part in delivering the University of York strategy, enjoy working as part of a team and can bring a positive and curious approach coupled with great knowledge of how technology can support an organisation’s people proposition then this is an exciting opportunity.

Please refer to the University of York Human Resources website for information. http://www.york.ac.uk/admin/hr/
Main purpose of the role

The HR Systems Team currently maintains the following people systems: Resourcelink, E-recruiter, Kronos, Dashboard, Zendesk, Tableau ensuring their smooth running by checking interfaces, data-flow and accuracy, analysing problems and providing solutions, liaising with internal and external suppliers when necessary.

The post-holder will develop partnerships with policy and process owners, to identify, develop and deliver both tactical and strategic HR systems enhancements, which will improve efficiency and effectiveness and importantly, enable our HR strategy. The role holder will oversee these developments in a project management capacity, working closely with IT Services developers and key business users to enhance current integrations and interoperability.

Lead the HR Systems Team to ensure governance and integrity of the University’s people data and the development and delivery of people information and insight from that data.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Planning and delivering strategic/high profile projects such as the replacement of existing systems or the introduction of new services.
- Identify the need for new and enhanced systems/technologies by engaging stakeholders and building a strong understanding of the HR strategy and associated HR Digital strategy.
- Plan and prioritise the workload of the HR Systems team, in consultation with the HR Leadership team.

- Actively manage relationships with key stakeholders maintaining user engagement throughout, to ensure business requirements are understood and colleagues have a positive experience of technology interventions.
- Oversee governance arrangements to develop and implement appropriate groups and networks within the University to communicate and support the operation and improvement of HR systems.
- Provide a strategic direction for HR systems, owning the HR roadmap and nominating projects/developments for priority to HRLT and subsequently commissioning groups e.g. ESSG.
- Work closely with developers to project manage the introduction of new features and services. Involve end-users throughout the process, ensuring that the service continues to meet their needs.
- Establish a highly effective service management function ensuring continuing operation of systems during maintenance and enhancement.
- Establish an end-user support service, including help desk provision and training programme to support users of HR technology at York.
- Work with suppliers and key stakeholders to ensure a systematic approach to the maintenance, tracking and implementation of changes to production and IT test environments.
- Work with HR Communication colleagues to plan communication of business process changes, deliverables and project activities to internal and external audiences.
- Make informed operational and strategic judgements, when changes are required (for example for statutory reporting) or when issues arise (failed processes).
- Define and implement a data governance model to ensure the information held on colleagues is defined and maintained accurately.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to degree level or equivalent further education</td>
<td>Essential</td>
</tr>
<tr>
<td>Recognised project management qualification (such as PRINCE)</td>
<td>Desirable</td>
</tr>
<tr>
<td>Recognised IT Service Management qualification (such as ITIL)</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of IT Service Management practices, including change and test management and providing an end-user support service</td>
<td>Essential</td>
</tr>
<tr>
<td>Detailed knowledge and understanding of HR Systems and their integration with people processes and policy</td>
<td>Desirable</td>
</tr>
<tr>
<td>Good understanding of Resourcelink or another HR core platform</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of Software-as-a-Service (SaaS) delivery</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to exploit system functionality to deliver new and relevant services to end-users</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent analytical and problem solving skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent communication and influencing skills, including the ability to explain technical concepts to a non-technical audience</td>
<td>Essential</td>
</tr>
<tr>
<td>People management skills including motivation, coaching and performance management</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent project management skills</td>
<td>Essential</td>
</tr>
</tbody>
</table>

### Experience

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of managing strategic and operational priorities, demonstrates an understanding of the conflicting objectives which arise from such priorities and the ability to manager these conflicts</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of managing technology, processes, data and insight to deliver against an agreed strategy</td>
<td>Essential</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience (Continued)</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of integrating technology with HR policy and practice within Higher Education, or a similar environment</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A proven ability to work flexibly and deliver results across multiple, significant pieces of work, balancing competing priorities within the context of a complex and changing environment</td>
<td>Essential</td>
</tr>
<tr>
<td>A creative and constructive approach to solving complex issues</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent written communication and interpersonal skills with demonstrable ability to work with sensitivity and tact, build credibility and rapport, and maintain effective working relationships at all levels.</td>
<td>Essential</td>
</tr>
<tr>
<td>A highly collaborative approach to problem solving</td>
<td>Essential</td>
</tr>
<tr>
<td>A proven ability to engage with and understand end user/customer perspective</td>
<td>Essential</td>
</tr>
</tbody>
</table>
STRATEGY 2030 - OUR VISION FOR YORK

It is important that our new strategy is informed by principles. One place to start is with the principles which underpinned the foundation of the University - they seem as relevant today as they did in 1963:

- civic roots
- public good
- widening access
- inclusive community
- parity of research and teaching
- working across disciplines
- internationalism.

Given the complexity of the world around us we will also consider if we also need to adopt some additional principles such as sustainability and curiosity, underpinned by an ethos of collaboration and co-production with students and other stakeholder partners.

Curiosity
Fundamental to what we do is the search for, and transmission of, new knowledge at the highest levels of excellence. We must provide an environment where our research capacity is matched to ambitious projects. Our courses must nurture curiosity in our students, giving them the tools to question, investigate, challenge and explore. We must find the best ways to be and act as a university. It is crucial that curiosity is not driven out by the challenges that we face.

Sustainability
If we are to make effective progress towards carbon neutrality, sustainability must underpin and drive all our activities. This impacts particularly on the size and nature of the Campus: how we build and what we build. We must also emphasise sustainability through our research, teaching and partnerships. We must integrate a sustainable approach to community interactions and internationalisation.

Civic role
In order to fully demonstrate the value of our institution we need to become leaders in our locality and region. We need to play a key role in the economic, social and cultural development of our region and to co-curate solutions with our local and regional communities that can deliver inclusive and sustainable growth.

Partnerships
The University is not a set of buildings in a single place but the centre of a network of local, national and international relationships. We need to develop our mission through a range of institutions at local, regional and international level. We must think about how we build relationships through other education partners in the region to generate a more integrated sense of education and more variegated educational routes. We need to work with students and other stakeholders on co-design of teaching and research and think of the University as an open, not closed, community.
Interdisciplinarity
Whilst recognising the continued importance of disciplines we need to think about how we build on our reputation for interdisciplinary work in order to enhance our research and teaching. Interdisciplinarity should be at the core of what we do. Research and teaching needs an interdisciplinary approach to tackle global problems and to prepare students for an increasingly complex world. How can we ensure our ability to work creatively across disciplinary boundaries?

Integrated student experience
We will develop an integrated and holistic student experience that recognises that students wish to access higher education in a variety of ways. We need to expand the development of more innovative and flexible programmes that use technology to teach differently and to allow students to access HE through a range of routes and over a lifetime. We should think about the degree as a broader set of outcomes that include elements of sustainability, internationalism and employability. We should look at ways these can be integrated into the curriculum by developing elements that add value to everyone’s educational outcomes.

Developing people
We must develop all staff and students, whatever their roles and backgrounds, to their full potential. We must revisit and renew our commitment to inclusion so that it meets today’s social challenges. We must ensure that the University creates new opportunities for fulfilling ways of working and fair working conditions that enrich the lives of all those involved in our community.

Internationalism
Staff and students from York should be citizens of the world. Research and teaching need to be integrated into mutually beneficial international partnerships. We need to ensure that students receive an international education and that we develop new ways of delivering an international education that is compatible with our sustainability goals and is co-curated with international partners in a spirit of reciprocity and mutual respect.

Agility
We need to ensure that the way we organise ourselves fosters and enhances innovation and new ways of thinking so that we can respond effectively and rapidly to new intellectual challenges, the changing global market, and the demands and interests of students, funding bodies and wider society.

An interim version of the University’s Strategic Vision, which will be finalised by summer 2020, is available here. [https://features.york.ac.uk/vision-for-york/](https://features.york.ac.uk/vision-for-york/)
OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

Founded on the principles of excellence, equality and opportunity for all, the University is proud to create an environment that attracts staff and students from all over the world. What we gain from diversity is immeasurable.

Our Equality, Diversity and Inclusion Strategy, which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. Our strategy sets out an ambitious set of objectives to succeed in our commitment, but we have a challenging journey ahead. We recognise that we are not truly representative of our communities locally, nationally and internationally. We would like to pay particular focus to gender parity across all levels, particularly in senior roles; the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

Opportunity for all
Our outreach programmes and widening participation work have made us one of the most socially diverse universities among our peers. The York Students in Schools (YSIS) programme has been providing a helping hand in the city's classrooms for 25 years, placing around 700 students with local schools every year. It recently introduced a new English and Mathematics tutoring scheme.

A report by The Reform Research Trust in September 2017 ranked York second out of 29 high-tariff institutions for our track record in increasing access for disadvantaged students from 2011/12 to 2015/16.

Wellbeing and support
Students are encouraged to balance their studies with activities and interests to give them a healthier and more rounded student experience. We have invested heavily in support of physical health with new and improved sports facilities, and in mental health through our Open Door counselling and crisis team which now opens in the evenings during term time. We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. We have launched a new health and wellbeing plan with actions informed by our latest staff survey.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2020 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 8583
- Complete the online application form

Applications will be reviewed upon receipt and suitably qualified candidates will be invited to attend an interview at the earliest opportunity.

What will I need?

We will need to provide:

- a CV
- cover letter
- details of two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Iona Rodger (iona.rodger@york.ac.uk).

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835