HR Systems Officer

Department: Human Resources
Hours of work: 37 hours a week
Contract type: Open
Annual salary: £27,131 - £33,314
**Main purpose of the role**

The HR Systems team provides the University with systems and processes that support people-related processes such as recruitment, employment administration, and learning and development. We work particularly closely with colleagues in HR, IT and Finance, but also provide direct support to staff and students across the University using our systems.

At present the team works with a number of different systems, which makes for a varied workload. Systems in use include ResourceLink, Cornerstone Learning, Kronos and Zendesk. Members of the team are expected to have some knowledge of all systems we operate as well as developing in-depth knowledge in some areas.

We also provide bespoke administrative processes workflows that support the operation and efficiency of the University, provide management information and complete a number of different data returns. Day to day, we work with tools such as Google Workspace, Dreamweaver, Oracle databases, Tableau, and Zapier. We are looking for someone with a strong level of affinity with IT, combined with organisational and customer service skills. Specific experience with the tools mentioned above isn’t required, but some similar experience and an ability and willingness to learn is essential.

We are a friendly and supportive team who generally work in pairs or small groups to share knowledge and reduce error. Our offices are in Heslington Hall on our University campus, and team members are expected to be on campus for some parts of the week for team building, service delivery and pastoral reasons. Staff can work on campus full-time if they wish, but most members of the HR Systems team work remotely for some days each week, collaborating via Zoom and Slack.
Key responsibilities

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

1. Role-specific responsibilities

- As an HR Systems Officer, work with team colleagues in a collaborative and supportive manner to address our workload
- Develop and maintain a working knowledge of all system solutions in the department
- Monitor customer requests and enquiries and respond to enquiries clearly and effectively within agreed timescales
- Take a lead role in developing and implementing improvements to systems and data processes
- Provide timely and accurate data reports and statutory returns to internal and external stakeholders
- Communicate information to system users using a range of media
- Provide training and support to users via training sessions, materials and updates
- Engage with customers through user groups and other means to understand issues and difficulties arising and provide solutions in anticipation where possible
- Coordinate upgrades and testing to ensure systems are maintained correctly
2. University of York responsibilities for Grade 5

Service and Operational delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous improvement

- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist contribution
● Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
● Carry out investigations, searches and research information and data to identify trends and patterns.
● Analyse data and statistics and provide reports for higher level decision makers.
● Provide expertise to support compliance with legislation and statutory duties.

Collaboration and communication
● Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and oversight
● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and organisation
● Plans and organises own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
• Contribute to longer term plans/programmes of work.
• Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
Person specification

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<tr>
<th>Role specific requirements</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of business systems administration</td>
<td>Essential</td>
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<tr>
<td>Experience of HR systems or processes</td>
<td>Desirable</td>
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<td>Experience of solving technical problems for others</td>
<td>Essential</td>
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<td>Experience of working on own initiative and as part of a team</td>
<td>Essential</td>
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<td>Able to convey information to a range of users with varying levels of IT abilities</td>
<td>Essential</td>
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<td>Ability to analyse and interpret data and explain complex information to others</td>
<td>Essential</td>
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<td>Ability to demonstrate flexibility and innovation in adapting to changing needs</td>
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<td>Dependable, reliable and self-motivated</td>
<td>Essential</td>
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**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects | Essential |
- Gather, analyse, interpret and report data/information | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |
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<tr>
<th>Behaviours:</th>
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<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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