

ROLE PROFILE

Role Profile			
Job Title	HR Systems Analyst		
Section	HR Systems	Department	Payroll Services
Reports to (Job Title)	Head of Payroll		
Suitable for Job Share (Y/N)	N	If no, state reason	Requirement to provide a consistent service to customers owned by the post holder
Location	Post will be based in Plymouth but can also work on a regular basis from home.	Shift Pattern	Office hours as per company terms and conditions

Job Purpose	<p>Accountable for the effective delivery of implementing the design, configuration, and ongoing support of our HR/Payroll solution. Key outputs of the role are:</p> <ul style="list-style-type: none"> • Solution configuration/development/integration of HR/Payroll solution in line with internal and external commercial customers including evaluation and implementation of solution upgrades. • Support development of appropriate training materials for professional and self-service users. • Support the systematic client onboarding and (Data, configuration, testing and training) • Ensure systems design integrity and data security compliance is developed and maintained in line with agreed system structures, upgrades. • Managing and resolving escalated system incidents and service requests from 1st and 2nd line within customer Service Level Agreements <p>The role works closely with our external solution partner and their helpdesk facility to provide technical advice to all users of the system.</p> <p>You will deliver a customer focussed, efficient and compliant service, meeting the expectations, needs of and service level agreements with both internal and external customers.</p>
Key Competencies and Output	<ul style="list-style-type: none"> • Support the evaluation of solution road map, upgrade releases and impact upon current configuration, process, user manuals and training guides • Contributes to a culture of customer services excellence by building and maintaining successful, collaborative relationships. • Drive the continuous improvement and efficiency of HR and Payroll transactional processes, data collection and minimise duplication by working alongside colleagues and stakeholders.

	<ul style="list-style-type: none"> • Identify and specify HR solution configuration issues or improvements. Reflecting enhancements to solution functionality delivered by supplier, in transactional and other processes, as required. • Develop, plan and implement test scripting and system testing to ensure the functionality provided operates accurately and provides the expected results. • Maintain robust change control measures and advising the business when appropriate of the feasibility, implications and risk of implementing changes. • Support and implement the design, plan, delivery of training materials for solution users. • Incident and service requests are delivered within contractual service level agreements. <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Professional qualification to graduate of ICT or equivalent level demonstrating competence and technical expertise in using and configuring HR/Payroll solutions.</p> <p>Demonstrable understanding of relevant statutory frameworks applying to data governance such as the Data Protection Act and GDPR.</p> <p>Excellent analytical and project management skills with the ability to manage multiple projects under firm timelines, as well as the ability to work well in a demanding, dynamic environment.</p> <p>Knowledge of managing HR and Payroll technology enabled high volume transactional processes and data analytics.</p> <p>Experienced and skilled in managing transparent customer relationships including service level reporting, issue/problem management and customer engagement.</p> <p>Ability to work independently and to take responsibility to plan, organise and structure work cutting across personal and team activities.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>