

ROLE PROFILE

Role Profile			
Job Title	HR Systems Support Technician		
Section	Reporting, analytics and incident management	Department	Payroll Services
Reports to (Job Title)	Payroll and Pensions Manager		
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	Hybrid – Home and Building 2	Shift Pattern	Office hours as per company terms and conditions

Job Purpose	<p>The provision of technical support, guidance and incident management for all users of the HR System.</p> <p>Supports system configuration and testing as and when required.</p> <p>The role will be accountable for the production and analysis of accurate and wide range of HR and Payroll related data reports to meet the expectations and needs of both internal and external customers and stakeholders.</p>
Key Competencies & Outputs	<p>Delivers excellent 1st and 2nd Line Support to users of the HR System through reactive and proactive incident management and request fulfilment.</p> <p>Manages user incidents through triage to resolution of issues and provides feedback communicating with internal and external customers through multiple communication channels.</p> <p>Responsible for production of people and financial reporting information from the HR and Payroll Management System as part of regular specified reporting cycles and in response to adhoc service requests from both internal and external customers. This will include:</p> <ul style="list-style-type: none"> • Conducting benchmarking as required • Extracting, collating and producing reporting in required formats including workforce data. • Delivering data for key performance indicators against contractual service level agreements. • Analysis of datasets and identify discrepancies for accurate information to be maintained. • Production of statutory returns to specified deadlines • Responding to Freedom of Information requests.

	<p>Responsible for the maintenance of user access profiles.</p> <p>Engages with stakeholders to accurately determine their requirements and develop tools to drive business innovations.</p> <p>Responsible for providing related data, including system uploads to support other teams within the service.</p> <p>Develops and maintains guidelines/knowledge for data and systems analysis processes and procedures.</p> <p>Support Senior HR Systems Analysts in the routine configuration / build / testing of HR systems.</p> <p>Maintains the professional standards of customer focused service which includes maintaining confidentiality of information and ensuring compliance with regulations relating to the access, security and processing of personal data.</p> <p>Reprioritises workloads according to business demands, sometimes working to tight deadlines and under pressure.</p> <p>Works to agreed Service Level Agreements and meet or exceed Key Performance Indicators. Produce periodic service dashboards to demonstrate performance and compliance.</p> <p>Reviews and updates procedures when necessary and keeps technical documentation accurate and current.</p> <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>Strong customer and communication skills with the ability to effectively support and inspire confidence in customers from the advice given and commitment to task.</p> <p>Good planning, co-ordination, motivational and organisational skills to manage shared and personal work programme effectively against Service Level Agreements. Be comfortable in a team or working alone.</p> <p>A technical understanding of reporting from relational databases, ideally within Human Resource and/or Payroll Management Systems.</p> <p>A keen interest in metrics and people management principles.</p> <p>Confident use of IT systems and associated reporting tools (including MS Excel) to efficiently extract, analyse and work with complex data.</p> <p>A competent user of BI report design tools, and knowledge of system configuration - setup and administration.</p> <p>Working knowledge of data processing compliance including the Data Protection and Freedom of Information Acts.</p> <p>The flexibility and willingness to work outside of core hours where necessary to deliver against the requirements of the role.</p> <p>Ability to challenge the current practices and innovate for continuous improvement.</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</p>

ensure data protection, client confidentiality and appropriate information governance.

All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.

All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.

Undertake all duties with regard to the Delt equalities policy and relevant legislation.

In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).