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**Job Description**

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| **Job title:** | **People Insights & Systems Advisor** |
| **Department/School:** | **Human Resources** |
| **Grade:** | **6** |
| **Responsible to:** | **Senior Reporting & Insights Manager** |
| **Location:** | **Hybrid role/University of Bath** |

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| **Job purpose** |
| The main purpose of this role is to provide data and insights and project management to inform wider University strategic objectives and support operational activities. The postholder will also provide operational support with the workload allocation management (WAMS) system for the University’s academic staff.  Reporting will include provision of data internally and externally to support processes such as WAMS, Transparent Approach to Costing (TRAC), (Higher Education Statistics Agency (HESA) staff return, Athena Swan and UCEA and ONS surveys for example.  The role includes provision of support and/or training to colleagues across the university to enable use of the systems, dashboards and other tools available.  In order to provide data in an effective and efficient way, you will be encouraged to review and improve existing processes on an ongoing basis. You will take responsibility for managing specific projects. |

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| **Staff management responsibility** |
| None |

| **Main duties and responsibilities** | |
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| **Data** | |
| **1** | Produce regular reports from systems (e.g. Business Objects) and provide in a timely way to support ongoing operational requirements |
| **2** | Respond to and ensure compliance with statutory surveys (e.g. HESA, ONS), identifying and applying process and systems changes as necessary |
| **3** | Manage data and analysis requests from across the university, engage with stakeholders to understand their needs and design and develop bespoke reports/dashboards to fulfil these requirements |
| **4** | Present data visually in a variety of ways as appropriate to the requirement, e.g. tables, infographics, graphs, dashboards, scorecards |
| **5** | Ensure data integrity and quality is maintained within the systems, working with HR colleagues, the Data Governance team and others as necessary to achieve this |
| **6** | Apply legislation and good practice under the Data Protection Act (2018) when using data |
| **7** | Deliver training effectively and appropriately to enable users to operate systems and processes. Identify and address the related skills and capabilities required. |
| **8** | Provide insights into data produced to inform recipients as appropriate. |
| **9** | Use a variety of reporting/data extraction tools to create dashboards and other useful reporting data to help inform decision making. |
| **Systems** | |
| **1** | In conjunction with DDaT and relevant members of the HR Team, support testing of HR systems when service maintenance/updates need to be carried out. |
| **2** | Manage holiday carry-over and maintenance of bank holidays/discretionary days within iTrent as well as updating the holiday calculator. |
| **WAMS operations** | |
| **1** | Provide support to users of the WAMS system, including training, to enable planning and TRAC processes to run smoothly |
| **2** | Liaise with the Professional Service Departments which generate the core data imported into WAMS, ensuring that the data is available on time and fit for purpose |
| **3** | Maintain data within the WAMS system to ensure information for users is up-to-date |
| **4** | Maintain configuration of the WAMS system |
| **5** | Develop, improve and maintain the communication of HR processes and systems through the HR webpages, user guides and other media to ensure that they are clearly and widely understood and consistently used. |
| **HRMI operations** | |
| **1** | First point of contact for HRMI queries and report requests |
| **2** | Liaise and work with data specialists in other departments to ensure streamlined and effective use of data across the university. Represent the HRMI team and provide updates at meetings e.g. Statutory Reporting Standing Group |
| **3** | Maintain and update university webpages with HRMI data and processes |
| **Project Management** | |
| **1** | Manage own projects, including:   * Build and manage the project documentation set, including initiation, plan, risk register, communications plan and project manage progress and changes throughout the project lifecycle; * Arrange meetings to ensure stakeholders representation at the meetings and coordinate their inputs to the plan; * Report progress throughout the project phase; * Ensure actions from meetings are reported. |
| **2** | Represent HRMI and provide datasets to support university projects |
| **Continuous Improvement** | |
| **1** | Contribute to the development of the WD Co-ordinator (HRMI/L&OD) in relation to data extraction, analysis and presentation, helping to ensure that they maximise their knowledge and effectiveness in their role. |
| **2** | Support the continuous improvement of the HRMI and WD Teams’ activities and processes; facilitating and contributing to project reviews and identifying common themes and insights from the University community which may inform HR priorities.  Proactively remain up to date with system innovations and emerging trends, identifying opportunities to further support the HR Team and wider University. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field  WAMS SysAdmin training | Y | Y |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Extracting, collating, analysing and handling large datasets  Experience of using data analysis and presentation tools (e.g. Business Objects, dashboards)  Experience of applying relevant legislation, e.g. GDPR, Data Protection Act (2018) | Y  Y  Y |  |
| Proven track record in implementing change and delivering continuous improvement  Experience of working with stakeholders at all levels of the organisation  Project management knowledge and experience  Technical experience of working with systems/databases, e.g. iTrent, WAMS  Reporting experience using Microsoft Power Query / Power BI or similar | Y  Y | Y  Y  Y |

| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
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| Excellent IT skills including strong excel proficiency  Ability to work flexibly and prioritise multiple competing and/or changing demands and deadlines  Strong analysis and problem-solving skills, with an ability to quickly understand the needs of customers and key stakeholders  Excellent written, oral, and visual communication skills; tailoring the approach, tone, and style for different purposes and with the ability to communicate complex information to non-technical audiences  Positive, proactive, and results-focused attitude, with a willingness to take ownership of deliverables  Ability to work reflectively, proactively suggesting improvements, and with the ability to absorb and apply constructive feedback  Excellent organisational skills, with the ability to apply basic project management principles, and reliably progress work to a high standard  A proactive approach to process improvement | Y  Y  Y  Y  Y  Y  Y  Y |  |
| Capacity for autonomous working as well as the ability to contribute as an active member of the team  Excellent customer service approach and interaction | Y  Y |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |