Job Description – People Services Systems Coordinator

About the Role
Support process documentation, process improvement and People Services change activity and workstreams in collaboration with the PS Systems Manager. Ensuring that the relevant process and procedural analysis is undertaken, and the agreed changes are delivered and embedded.

Key Responsibilities
- Support the People Services Systems Manager in defining, developing, documenting and delivering process improvements for People Services Service Delivery Teams
- Work in partnership with process owners to resolve process issues and to offer appropriate solutions
- Be involved in collaborative decision making process and agree outcomes
- Identify and support continuous improvement activities
- Provide advice or input to contribute to the decision making of others which have a minor impact
- Work alongside Service Delivery teams to identify ongoing system and process improvements, proactively identifying and highlighting where applicable and where appropriate, give advice, guidance and feedback based on own knowledge or experience
- Manage, maintain and collate feedback on systems and process from HR Service Delivery team and line managers
- Make independent decisions which have a minor impact
- Create, develop and manage the evaluation process to ensure recommended process or system improvement interventions are meeting business requirements
- Share outputs across PS Systems, Service & Supplier Management team to ensure any suggested improvements are implemented
- Update and maintain end to end process documentation once changes have been agreed
- Monitor and report on suppliers’ KPIs and SLAs ensuring contractual obligations are met
- Work with stakeholders and as appropriate directly with the business to understand and resolve service issues
- Work alongside IT to resolve issues identified on HR systems
- Supporting and coaching others in the use of staff changes systems, processes and ensure they are trained on end to end processes
- Deliver training on specific tasks and issues, or development activities based on the individual or group needs
- Create and maintain People Services training, how to guides and FQS to support implementation of new technology
- Plan, execute and evaluate system upgrades and test cycles required of People Services systems including defect management and retesting as needed
- Plan and manage small projects and monitor progress against the plan
- Support wider project administrations such as salary reviews
- Ensure filling and archiving is completed in alignment with GDPR
- Undertake annual systems permission audit
- Support and maintain team mailbox and ensure all queries are resolved in timely manner
- Carry out data correction activities
- Troubleshooting and being a point of contact
- Participate in internal and external network events and meetings in order to pass on information promptly; keep people informed to ensure co-ordination of effort and that work is done effectively.

**Skills, experience and knowledge**

**Skills:**
- Educated to GSCE grade B or equivalent in English Language and Mathematics
- Excellent communication skills, both written and verbal.
- Ability to prioritise tasks in a fast-paced working environment
- Excellent organisation, planning and time management skills
- Accountable and responsible, able to deliver outcomes effectively and in line with agreed SLAs.
- Ability to work on own initiative, motivated by achievement and completion of tasks
- Ability to handle confidential and sensitive matters with a high standard of professionalism
- Be able to deal with ambiguity and understand and support the need for change

**Experience**
- Proven practical computing experience in the use of HR systems and MS office based systems
- Proven experience in training others
- Experience in executing and evaluating system upgrades and test cycles
- Experience in updating and maintaining process documentation

**Knowledge**
- Competent with Microsoft package especially Excel and SharePoint
- Use of workflow management within SuccessFactors (Employee Central and Ask HR) desired
- Understanding of HR process, procedures and legislation desired