

Service and Systems Improvement Adviser

Grade 9

About the Service

People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment, Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

About the Role

The role of Service & System Improvement Adviser is responsible for supporting on HR systems and processes within our People Services Team. The role will ensure our HR systems and processes are efficient and streamlined to deliver continuous improvement across the activities across the whole of our People Services Team. The role will require problem solving and using analytical skills to resolve HR, system and pay related queries.

Reporting Relationships

Responsible to: Service and Systems Improvement Manager

Responsible for: N/A

Key Accountabilities:

1. People Policies and legislative changes are interpreted, processes designed, systems are updated to reflect the changes.
2. Investigate complex or thematic People system and process queries, reviewing policy guidance, processes and system configuration to identify and deliver a rounded and robust solution.
3. Establish stakeholder project groups to ensure that process and system changes are informed and challenged.
4. Communicate all changes to the members of People Services and to Managers and Employees ensuring changes are clear and understood.
5. Manage the development of communication, implementation, stakeholder management and monitoring of project delivery plans/targets in line with agreed objectives and to report on delays or exceptions.
6. Design, build and/or deliver briefings, training and guidance on new processes and system changes related to the specific People projects.
7. Investigation analysis from data validation, identifying cause of issues and developing solutions.
8. Provide professional advice and guidance to managers, both internal and external, on business development/improvement.
9. Under the guidance of the People Leadership Team, take the lead role for specific project management, coordinating resources as appropriate.
10. Build and maintain strong positive relationships with internal stakeholders, external partners and contractors to ensure delivery of an effective and forward thinking service. Carry out regular site visits to Service Managers and build and maintain effective working relationships.
11. Provide support for and inform the People Systems development roadmap and develop and run testing protocols on system updates ensuring the impact of system changes for staff is positive.

12. Liaise with third party providers to ensure People Transactions and Systems are well managed and delivered to agreed Service Level Agreements.
13. Escalate third party service issues when resolutions are disputed and not delivered as agreed.
14. Develop the specification for changes required within the People System and develop and submit change control requests to the third party supplier.
15. Ensure the delivery of the changes requested in change control requests against agreed specification from the third-party provider, testing the changes to determine that they work as expected and resolve the issues identified.
16. Ensure Equality, Diversity and Inclusion is an integral consideration within projects and everyday work.

Person Specification

Qualifications/Professional membership

- Degree or equivalent level qualification (eg. Level 5, CIPD)
- CIPD Profession Map: This position is working at an Associate Member level of the CIPD Profession Map which will be used to develop the post holder and assess performance

Knowledge and Experience

- Considerable experience of working in a HR/payroll environment
- Experience of working on HR process and system improvement related projects
- Experience of developing and maintaining effective working relationships with senior managers and external agencies
- Up-to-date working knowledge of employment related legislation
- Significant experience of using and developing HR and payroll IT systems
- Experience of developing and delivering communications, briefings and training on systems and processes related to specific projects
- Experience of working with third party providers ensuring delivery to agreed SLA's

Skills

- Process mapping and process reengineering
- High levels of computer literacy to include HRIS usage and basic configuration
- Excellent Communication (oral and written) with proven influencing ability.
- Adept at working in ambiguity and working on own initiative.
- Ability to explore issues and understand underlying causes
- Focused and passionate about delivering high-quality customer focused outcomes with a positive approach to getting the job done
- Practical and logical; able to research possible solutions and to solve problems quickly
- Resilient with an ability to manage time and workload pressures
- Demonstrate a proactive approach to Continuous Professional Development
- Be able to apply technological solutions to problems and interpret a range of HR data.

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.