

Post Details		Last Updated: 05/11/2025	
Faculty/Administrative/Service Department	Human Resources		
Job Title	HR Systems Officer		
Job Family	Professional Services	Job Level	3
Responsible to	HR Process & Systems Advisor		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
To provide day-to-day operational and user-facing support for HR systems, acting as a reliable first point of contact within the HR Systems team. The postholder will handle routine user queries and incident triage, respond to ad-hoc information requests, extract and prepare data for routine reports, and maintain clear process documentation and user guidance. Working closely with HR colleagues, IT and the wider systems team, they will escalate technical issues appropriately, assist with testing and projects, and help deliver consistent service levels and user confidence across the University whilst always ensuring full General Data Protection Regulations compliance. This role is focused on dependable, practical support to keep systems running smoothly and users well supported.			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
1. To support HR Systems team with ongoing business projects 2. To manage transactional /cyclical HR Systems tasks 3. To maintain high quality, valid HESA data and supporting annual submission 4. To Support the HR Systems in implementing, maintaining processes and structure to ensure GDPR compliance and best practice for all HR data 5. To support the review and update of HR system processes and documentation (including manuals and user documentation). 6. To build knowledge of all HR systems and data software to respond as front line triage to HR systems support cases (OneSurrey) and support users of HR systems and associated data.			
N.B. The above list is not exhaustive.			
All staff are expected to: • Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. • Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. • Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. • Undertake such other duties within the scope of the post as may be requested by your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times.			
Help maintain a safe working environment by: • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and the University of Surrey Health and Safety Policy.			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

Planning and Organising

- The post holder must have a strong attention to detail as reporting and the development of reporting form a key aspect of this role. To this end answering ad-hoc management information requests and providing monthly, quarterly and annual data.
- Reporting will also include assisting with the annual return to the Higher Education Statistics Agency (HESA) and ad hoc requests for external bodies such as the University and Colleges Employers Association (UCEA). Errors in the accuracy of data reported could result in incorrect decisions being made in relation to staffing strategy and University performance in benchmarking and national league tables.

Problem Solving and Decision Making

- The post holder will be expected to operate with minimum day-to-day supervision within well-defined guidelines. There is some scope for the post holder to apply judgement and initiative when managing their workload, including defining their own short term priorities clearly in terms of work and schedules, to ensure that key deadlines and objectives are met without supervisory approval.
- The post holder is expected to identify resolutions for these issues through referring to their previous experience of similar problems or through making reference to well-established departmental policies, processes and procedures and applying them. They may also be expected to use initiative and judgement to address and resolve more complicated problems and issues making recommendations for resolution to the HR Process & Systems Advisor.

Continuous Improvement

- The post holder must demonstrate a confident communication style and be responsive to the needs of their audience in order to ensure the professional and effective delivery of information.
- The post holder will have the opportunity to be involved in various projects impacting HR department.

Accountability

- The postholder will carry out day-to-day tasks following established procedures and processes, making practical decisions where appropriate and escalating problems beyond routine scope to the HR Process & Systems Advisor.
- At various levels of the institution, the post holder will be involved in both the pro-active management and reactive support of the HR Systems. They will be involved in 2nd line IT support activity, including user documentation and problem diagnosis and solving. The post holder will also provide specialist, professional advice and support to a diverse user base, with users ranging from departmental administrators to HR professionals. The post holder will be closely supported by the HR Process & Systems Advisor until they develop an appropriate level of specialist expertise that enables them to deal with the majority of these day-to-day problems without the need for reference to others.

Dimensions of the role

- The role is not directly responsible for any staff, however due to their specific experience and knowledge, they are required to provide advice, pass on best practice knowledge and offer training to system users.
- The post holder will work closely with HR colleagues, Strategic Planning, Finance and the IT Services department in ensuring that the HR data is correctly maintained and that all the data is accurately maintained.
- The HR Systems Officer will also be required to liaise with interested parties (including external software suppliers) on a wide range of systems issues relating to Dynamics F&O, ResourceLink (Zellis), SurreyRecruit (Stonefish) and Agresso (Finance department). Communication with other Universities regarding HR System queries may also be required.
- The post holder will be required to provide an efficient and accurate advice and assistance service to all end users of the system, both HR specialists and other University users.
- The post holder does not have any budgetary responsibility

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

HNC, A level, NVQ 3, HND level or equivalent with a minimum of three years' relevant experience.
Or:
Broad vocational experience acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

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Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness.

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Strong operational knowledge of HR Systems (preferably Dynamics F&O HR) SurreyRecruit (Stonefish) and Resourcelink), relevant to own field of work in terms of functionality and capability.

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2

Experience of various HR Platforms and applications reporting and analysis of Management Information and trends. Ability to learn reporting in other HR Systems.

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3

Strong Excel and Access skills and the ability to manipulate and analyse data

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3

Special Requirements:

**Essential/
Desirable**

n/a

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication
Adaptability / Flexibility
Customer/Client service and support
Planning and Organising
Continuous Improvement
Problem Solving and Decision Making Skills
Creative and Analytical Thinking
Influencing, Persuasion and Negotiation Skills

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This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Department Structure Chart



Relationships

Internal

- All HR systems users
- IT Services Department – raising tickets and resolving systems issues
- Finance Department
- Strategic Planning Department

External

- Stonefish – supplier of Surrey Recruit
- Zellis - supplier of Payroll system ResourceLink
- HESA – annual submission and ad hoc data queries
- UCEA – data surveys and ad hoc data queries