

Post Details		Last Updated: 11/06/2018	
Faculty/Administrative/Service Department	Human Resources		
Job Title	HR Systems Project Officer		
Job Family	Professional Services	Job Level	Level 4
Responsible to	HR Systems Manager		
Responsible for (Staff)	N/A		
<p><u>Job Purpose Statement</u></p> <p>To work with the HR Systems Manager to design, own, manage and deliver work packages as part of an HR Systems Improvement Programme. Specialist areas might include; acquiring knowledge in one or more areas of functionality within the project implementation, or taking responsibility for a project activity such as user engagement, testing, system configuration, Data Cleansing, Data Analysis, UAT Support or end user training. This role actively contributes to ensuring the progression of these activities through successful project management and to enabling all related projects to be implemented as planned.</p>			
<p><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)</p>			
<ol style="list-style-type: none"> <li>1. Design, own, manage and deliver work packages within the HR Systems Improvement Programme.</li> <li>2. Confidently and accurately handle and manipulate large quantities of data and work with other stakeholders to check data which are being migrated e.g. by comparing sets of data, analysing anomalies and agree solutions to ensure compatibility of data. Ensure that all information held is legally compliant.</li> <li>3. Test the definition of new processes and the setup of background data, by working through defined test scenarios, writing and running test scripts, recording test outcomes, contributing to the resolution of issues.</li> <li>4. Support a range of stakeholders with work related to the project e.g. maintaining a log of issues raised by users and ensuring that responses are made, supporting staff when setting up data in preparation for use of the software and providing user support after the launch of functionality.</li> <li>5. Resolve software configuration issues which arise from testing or discussions with stakeholders, through understanding the system's configuration options and the University's requirements.</li> <li>6. Work on system and user documentation including UAT and training documentation.</li> <li>7. Other duties to support the project and to facilitate its successful outcome as determined by the HR Systems Manager or the HR Systems Programme Manager. Whilst the main focus is implementing an efficient and effective integrated HR and Payroll system fit for a sector-leading HR Department, the post holder will be expected to work on a number of related systems projects which will fall under the wider HR Systems Improvement Programme.</li> <li>8. Act as a change management champion to ensure University wide go live readiness, by providing awareness, facilitating acceptance and ensure understanding and high engagement of the new system, by promoting the solution and listening, responding and managing expectations of stakeholders across the University.</li> </ol> <p>N.B. The above list is not exhaustive.</p>			

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.

### Elements of the Role

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

- This role is covered by a set of clear objectives as defined by the HR Systems Improvement Programme. Whilst the main focus is implementing an efficient and effective integrated HR and Payroll system fit for a sector-leading HR Department, the post holder will be expected to work on a number of related systems projects which will fall under the wider HR Systems Improvement Programme.
- The post holder will work with direction, strategic guidance and regular support provided by their line manager.
- The Post holder will assist the HR Systems Manager in determining priorities and meeting implementation deadlines.
- The post holder will be responsible for defined aspects of the project and will have the freedom to plan and organise this work in line with broader plan which may be need to re-planned as the programme changes.

#### Problem Solving and Decision Making

- The HR Systems Project Officer is expected to provide advice and solutions to routine day-to-day problems within the specialist area in which they are familiar, such as project task scheduling, training and administrative support. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to and applying departmental policies and procedures.
- The post holder will experience more unusual data, system, process or technical issues such as software configuration issues during testing, where there is no formal guidance or trouble shooting. When faced with these issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply reasonable personal initiative and judgement (where past experience does not apply) to identify a suitable and timely resolution.
- The post holder is expected to refer more complex issues or those outside of the remit of their role to more experienced/senior colleagues, but in these cases they are expected to have a degree of involvement in finding and implementing resolutions.
- The post holder will have responsibility for managing significant sections of the project, for example setting up the annual leave component of the HR system. Therefore, they will have the freedom to work in a proactive manner and to apply their own judgement and experience to manage their own workload and achieve the desired end result. This will include providing considerable input into how to achieve desired results, developing their own medium-term priorities and on occasion collaborating or leading in the development of new processes in order to achieve project objectives
- The post holder will act as a change management champion to ensure University wide go live readiness, by providing awareness, facilitating acceptance and ensure understanding of the new system, by promoting the solution and listening, responding and managing expectations of stakeholders across the University.

#### Continuous Improvement.

- As new systems will be implemented as part of the HR Systems Improvement Programme, the post holder will be involved in ensuring that user documentation and guidance is provided to support the changes and to ensure consistency of approach moving forward.

#### Accountability

- The post holder is responsible for manipulating large quantities of data and working with other stakeholders to check data which are being migrated e.g. by comparing sets of data, analysing anomalies and agreeing solutions that ensure compatibility of data and that all information held is held securely and is legally compliant. Failure to do this will result in data protection breaches and/or the University being fined damaging its reputation.
- The post holder will be responsible and accountable for implementing innovative change management practices to ensure the solution has a high user adoption rate.

#### Dimensions of the role

- In order to successfully implement projects, the post holder is required to establish successful and strong relationships with staff at all levels and across campus. They are expected to consult, inform and liaise regularly with other departments to implement programme and policy changes.

#### Supplementary Information

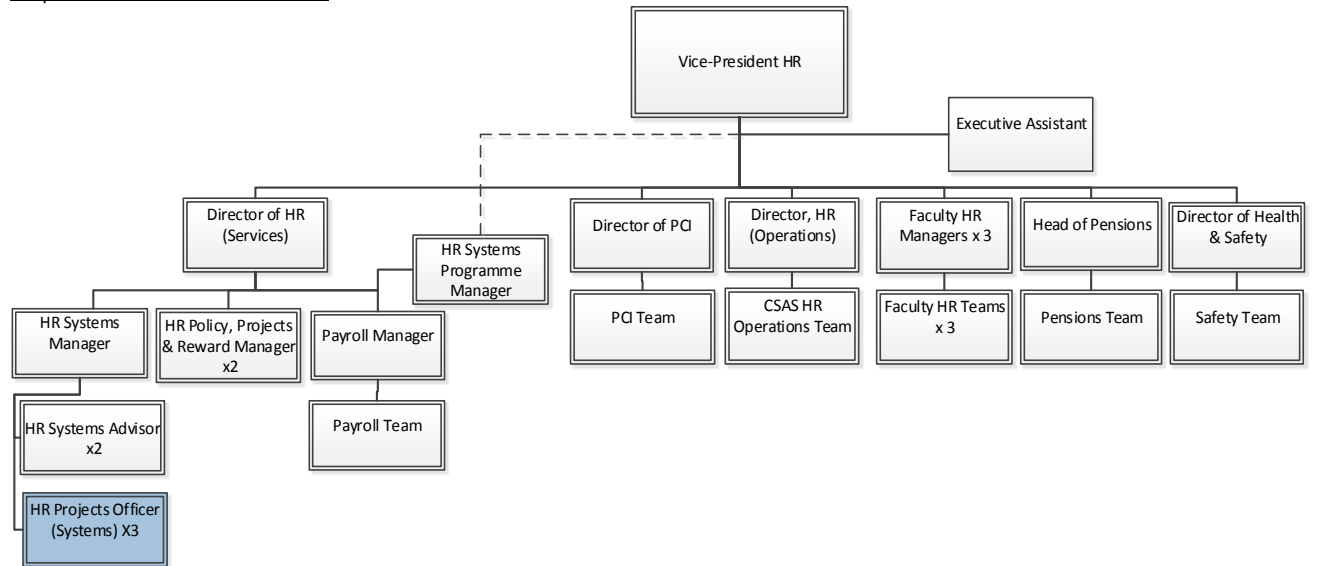
- N/A

**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		
Degree, HND, NVQ 4 qualified or equivalent plus board experience in similar roles. OR Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge.		E
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 within an HR Systems environment.	E	3
Strong MS Excel and Or MS Access skills and the ability to manipulate and analyse data.	E	2
Experience of delivering work packages with an understanding of the full project lifecycle, including the roles, responsibilities and route to delivery of a successful implementation project.	E	2
Experience of planning and progressing work activities within general guidelines, using initiative and judgement without reference to others	E	2
Experience of consulting with a wide range of stakeholders, to deliver outcomes such as process analysis workshops and end user training.	E	2
Experience of working on systems projects	E	2
Strong operational knowledge of HR/Payroll Systems our current solutions (preferably Resourcelink, Stonefish or PeopleSoft) and knowledge of SAP Successfactors	D	n/a
Experience of Management Information analysis using product-based or third party tools such as OBIEE, Crystal, Business Objects or Cognos Impromptu.	D	n/a
Experience of the Higher Education Sector	D	n/a

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 Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking and Leadership	2 3 2 2 1 2 1 2 2 1
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>This post sits within the HR Services team, which is currently responsible for implementing a change programme looking at its HR systems and the processes and services it delivers. Due to this additional work, this temporary post has been created to enable all related projects to be implemented as planned.</p> <p>The University of Surrey has selected a market-leading software system and the implementation team includes senior HR and Payroll staff who are seconded to the project, members of the HR Systems Team and University IT Department.</p>	

## Department Structure Chart



## Relationships

### Internal

- The post holder will work closely with staff within the Central HR department, Faculty HR teams and the University IT department. It is also critical that the HR Systems Project Officer should liaise closely with the University Payroll, Pensions and Health & Safety departments in ensuring that HR data is correctly maintained and that the interests of all key stakeholders are taken into account as implementation tasks are progressed.
- The post holder will work closely with the Marketing department and the wider University departments to build internal relationships to ensure high user engagement and system adoption rates.

### External

- The HR Systems Project Officer will also be required to liaise with interested internal and external parties on a wide range of systems issues relating to its current and chosen systems.
- The HR Systems Project Officer will also be required to work closely with the implementation partner Cognizant and on occasion liaise directly with the system software supplier SAP.