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| **ROLE:**  | **People data and systems support analyst**  |  | **DATE: jANUARY 2025** |
| **GRADE:** | **C** |  | **RAC** |
| **Role** | **Need to Do** | **Need To Know** | **Competencies** |
| **Role Purpose**:Responsible for the delivery of people metrics, people systems support and data integrity across the RAC.* Works with internal People Team Leadership function to deliver the data driven elements of the People strategy
* To develop and maintain bespoke reporting to facilitate data driven decisions
* To provide insight and recommendations around trends in people data to People Partners and People Relations team to enable appropriate remedial action
* To work on specific reporting requests as required
* To assist with key reward, People Services and processes, including pay review
* Proactively carry out steps to ensure high quality data management in HRIS and associated people processes
* Contribute to successful implementation of People Technology related projects to meet automation roadmap
* Support with day to day system configuration of the people systems and troubleshoot to resolve problems

**Role Dimension:****Reports to:** Head of People Services **Relationships****Internal:** * All colleagues in the People Team
* Finance team
* IT teams
* DM&A team

**External:** * Consultancy and service providers
 | **Outcome*** Ensures a full suite of relevant and meaningful people metrics are delivered
* Maintains a suite of data including external benchmarking data
* Maintains up to date data on external People trends and provides reports as required
* Carries out data analysis and provides expert guidance on data gathering and manipulation
* Designs, implements and manages an effective suite of reports which reflect people based business measures
* Designs, implements and manages an effective suite of reports to monitor track and improve performance of the People Services and Relations team and wider people agenda
* Implement self-service reporting for key stakeholders
* Provide insight through commentary to enable stakeholders to understand the reasons and rationale for trends / changes in performance
* Challenge data providers to understand reason/ rationale for changes and address data issues
* To challenge and complete a quality assurance check on People measures and MI proposals to ensure that they are consistently reported across the business
* Develop strong relationships with key stakeholders to increase the profile of the reporting team and understand new/ emerging reporting requirements
* Provide consultancy and general support with configuration decisions and changes in HRIS
 | **Skills/Knowledge/Experience*** Stakeholder management at senior levels
* Strong credible personal impact, with the ability to influence at senior levels
* Work to tight and changeable deadlines
* Effectively challenge the status quo
* Analyse data and identify trends/ issues and key highlights/lowlights which need to be raised
* Ability to adapt communication style (both verbal and written to a variety of audiences)
* Adept with numerical and financial information

**Knowledge*** Data management and storage
* Advanced Microsoft Excel and PowerBi
* Best Practice Industry standard HR Metrics and measures
* Strategic focus of RAC businesses

**Experience*** Knowledge of Cognos or other reporting suites
* Experience with PowerBi
* People systems experience in providing support and contributing to system changes (ideally Zellis)
* Development & provision of MI & Reporting to senior audiences in blue chip organisations
* Successful track record of building credible relationships with senior stakeholders
 | **Essential****Competencies:**Achievement Drive - Level 4Building relationships - level 4Commercial awareness - Level 3Continuous improvement: Level 4Customer Service: Level 4Developing others and self - level 5Interpersonal and influencing skills - Level 4Judgment and decision making - level 3Leadership - level 4Leading Change - level 4Strategic thinking - level 3Teamworking level 4Values - 4Specialist knowledge- 5 |