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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 4  Building relationships - level 4  Commercial awareness - Level 3  Continuous improvement: Level 4  Customer Service: Level 4  Developing others and self - level 5  Interpersonal and influencing skills - Level 4  Judgment and decision making - level 3  Leadership - level 4  Leading Change - level 4  Strategic thinking - level 3  Teamworking level 4  Values - 4  Specialist knowledge- 5 |