##### Job Description

**JOB TITLE:** HRIS Senior Support Analyst

**RESPONSIBLE TO:** Senior HRIS Specialist

**ACCOUNTABLE TO:** HRIS Manager

## Job Summary

The post holder will provide first and second line support for all colleagues, across the core HR and scheduling systems. Duties will include data entry, maintaining system data, configuring systems, providing guidance and training to system users, assist in the development of project materials, system and data investigations, reporting, and preparing data for payroll. The post holder will be expected to pro-actively monitor the quality of system data, build relationships with customers and assist system specialists with project work. The post holder will work independently and assign tasks to other team members as required. The role entails line managing specific team members as well as general organisation and delegation of daily tasks.

### Key Responsibilities

* Ensure system alignment and data validation through the development of data cleanse and audit activity
* Work independently on the task assigned and to self-assign tasks and queries as appropriate. Where needed assign tasks to other team members
* Understand key company policies and processes to respond to queries
* Ensure rectification of any missing information, such as employee numbers, position numbers and occupancy codes, in a timely manner to prevent payroll errors
* Ensure user account creation within the team is compliant with company policy
* Maintain high levels of efficiency, accuracy and professionalism in all tasks and communications. Ensure these standards are met consistently within the team
* Provide responses to queries relating to the processes and functionality of HR systems
* Investigate and resolve system or data errors, and/or where appropriate escalate such errors
* Perform system configuration and user training for HR systems
* To prioritise and triage queries and requests and ensure team SLAs are adhered to
* Perform accurate data entry across systems, ensuring data required for payroll, HR and operational purposes is accurate and available within stated deadlines
* Review and ensure accuracy of data entered by other team members
* Act as a champion for system processes, supporting customer understanding of standard operating procedures through effective communication and consideration of operational demands
* Assist in the creation of upgrade materials including functionality and process changes
* Assist in the development and maintenance of project documentation
* To undertake ad-hoc tasks, reporting and project work as directed by other members of the HRIS team

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * GCSE Maths and English A\*- C | * GCSE IT A\* - C or equivalent |
| Experience | * Working independently to meet deadlines * Ability to prioritise workload * High quality data entry * Managing a high volume/diverse workload * Experience of working with a HR data or systems * Experience of resolving system/process queries * Experience of supporting and/or creating internal processes | * Coordinating workload within a team * Conducting internal projects * Itrent System Administrator * RotaMaster System Administrator |
| **Personal Qualities** | * Commitment to data quality * Able to learn new skills quickly * Excellent attention to detail * Helpful and positive attitude * Ability to work well as part of a team and independently * Ability to communicate technical detail effectively to non-technical customers | * Proactive * Able to communicate effectively with a range of stakeholders |

### Health and Safety

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post Holder: …………………………………..

Signature: …………………………………..

Date: …………………………………..