

Data and systems support officer (fixed term contract)

Role brief

Directorate	Strategy and corporate services
Base location	London
Grade	Grade E
Job level	12
Job family	Professional services
Date	October 2016
Reports to	Group director for people
Responsible for	N/A

1. Background

Jisc is the UK higher education, further education and skills sectors' not-for-profit organisation for digital services and solutions. We champion the importance and potential of digital technologies for UK education and research, to support the UK in becoming the most digitally advanced education and research nation in the world.

Jisc has undergone and continues to undergo considerable change; implementing new business models and working with greater efficiency to deliver our organisational priorities. This presents significant challenges. As data and systems support officer you will be part of a team engaged in finding ways to meet these challenges and to support staff and managers through them.

The people services team is responsible for developing initiatives and tools to support achievement of Jisc's strategic objectives. A key requirement of the team is to ensure that we attract, develop and retain the people necessary to provide the organisational agility and skills to meet the transformational change and challenges we face now and in the future.

2. Purpose and scope

The post-holder will work with the people services operations manager to ensure regular data feeds to reporting systems, and carry out on-demand and regular data reporting, preliminary analysis and data cleansing activities as directed. The post-holder will be accountable for the smooth operation of these information flows once the processes have been agreed with the people services operations manager. They will prioritise data management and evaluation tasks on a day-to-day basis, working under the overall direction of the people services operations manager.

A key responsibility will include preparing high quality, accurate information and analytics that enable us to develop appropriate and timely solutions, and preparation of data for use in regular and ad-hoc reports for the team, relevant managers and other stakeholders. A key activity will be participating in and devising solutions to data management and data quality problems.

Working with the people services operations manager, this role will play a key part in supporting the implementation and testing of a new HR system. Working with the people services officers and operations manager to design processes and workflows to support the efficient and accurate uploading of data.

The post-holder will respond to data queries and resolve where possible, escalating the more complex issues to the people services operations manager in a timely fashion. They will also make minor version changes to reports and dashboards, and develop and implement new reports and dashboards as required.

3. Key accountabilities and role outputs

Responsibilities will be developed and finalised over time. These will include, but will not be restricted to, the following:

- Supporting the management and implementation of the annual pay review processes, including preparing complex salary review data according to the various salary review arrangements in operation, validation of data, production of salary review letters, uploading of information to the payroll/HR system to agreed timescales.
- To maintain all data and salary review information to ensure that it is accurate and up to date
- To process and upload data we receive into the reporting systems/databases in a timely manner
- To develop and maintain robust data quality checks and resolve data quality issues as they arise
- To contribute to the creation and implementation of gender pay gap reporting
- To support the production and maintenance of an establishment report, that can be produced as required from the payroll/HR system
- To develop and produce ad-hoc reports and statistics as required to meet organisational and management needs
- To support our responsibilities in relation to automatic pensions enrolment and collaborate activities with the payroll team
- Supporting the implementation and testing of a new HR system, including working with colleagues to design workflows and data management processes

4. Skills, knowledge and experience

	Essential	Desirable
Qualifications	Good standard of general education	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Qualification in information technology/ • information management • Associate Member of the CIPD
Experience	<ul style="list-style-type: none"> • Demonstrable success in a similar role at a similar level, managing large amounts of data • Intermediate MS Excel skills (VLookups, Data validation experience) • Demonstrable experience of data analysis, manipulation and reporting, 	<ul style="list-style-type: none"> • Wider HR experience including calculating and processing salary reviews and performance related pay arrangements • Experience of using payroll/HR systems, ie Moorepay

	<p>including the use of reporting tools to build reports and dashboards</p> <ul style="list-style-type: none"> • Data management and quality assurance experience • Excellent administration skills, specifically experience of using mail merge to produce large volumes of letters, accurately and to tight timescales • Experience of numerical and other analysis and interpretative techniques 	<ul style="list-style-type: none"> • Experience of working with sensitive and confidential information.
Knowledge	<p>Some exposure to using HR information systems and databases</p>	<ul style="list-style-type: none"> • Knowledge and understanding of terms and conditions of employment • Knowledge and understanding of pay and grading arrangements.
Skills	<ul style="list-style-type: none"> • Ability to follow organisational policies and procedures and learn and implement new business processes as required • Ability to work to a high degree of accuracy with attention to detail and a conscientious approach to work • Ability to organise, plan and prioritise a high workload to deliver within tight timescales • Well-developed and practised interpersonal and communication skills, (written, spoken, presentation) with the skills and experience to engage effectively with staff at all levels; and explain complex issues clearly 	
General	<ul style="list-style-type: none"> • Self-reliant, with the ability to work proactively independently, as well as part of a team • A collaborative, positive and flexible approach • A self-starter with a passion for creating, accurate, informative and relevant data • Able to multi-task and to work at pace with ambiguity and change • The ability to work appropriately with confidential information and issues 	

5. Key contacts

- Jisc managers and staff
- People services team
- External contacts, ie systems providers

Important additional information

The group director for people will discuss all elements of the role brief on appointment recognising that some elements may need changing to meet organisational requirements.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

Jisc is geographically dispersed and whilst the role is site-based, there may be a requirement to travel on occasion.