

Role Profile

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| Role title | HR Systems & Data Officer |
| Department and directorate | HR Directorate |
| Grade | Grade 6 |
| Reports to (job title) | Director of HR |
| Direct reports (job titles) | N/A |

Job Overview

This role is focused on supporting the delivery of systems administration and end user technical support to the BMA and BMJ organisations.

The post holder is responsible for supporting people performance, data and insight function to drive evidence based people related business decisions at all levels so as to support the delivery of the workforce strategy and BMA vision.

The post holder will also focus on ensuring the Association has the right people technology to deliver its workforce strategy ambitions by providing support on the delivery of the people analytics agenda for the Association, including leveraging our investment in new systems, the development of self-service people analytics, strategic workforce planning, people analytics projects as well as the ownership of statutory and legal returns on behalf of the Association.

This role acts as systems support for all HR modules across the Association's various platforms and will work in conjunction with the HR Systems & Data Lead to provide account management, licensing as well as supporting system performance and future decision making.

Duties and Responsibilities

- Oversees the daily operation of our HR Information Systems.
- Processes employee data in relation to, amongst other things, new hires, employment details, leavers, wage information, working hours, ensuring compliance with GDPR and other data protection regulations at all times.
- Collects necessary data for EEO-1 reporting.
- Designs manuals and document data processing procedures.
- Generates ad-hoc reports (for example, reports on turnover, hiring costs and benefits).
- Collaborates with IT staff to perform regular tests and upgrades to the Association's HRIS.

- Researches vendors and implements new integrations as needed
- Highlights areas where system development could improve processes and staff efficiencies and work with the HR Systems & Data Lead and key stakeholders on delivering these.
- Supports systems implementation projects to fully integrate with the HRMS.
- Drives self-service and automation wherever possible with HRIS processes and data provision.
- Provides HR systems expertise in the development and management of third-party contracts.
- Ensures documentation is maintained for all HRIS processes, investigations and changes for information production and system maintenance, testing and implementation.
- Works with key support functions to actively manage third party HR contracts and systems providers, monitor service level agreements and performance to support the HR systems strategy.
- Takes an evidence-led approach monitoring professional and industry trends and forecasts for future OD & HR needs to support the Association.
- Provides ongoing management information, access to people analytics resources as well as managing any statutory returns such as gender pay gap, national minimum dataset and annual diversity reporting.
 - Ensures adherence to all statutory HR reporting requirements and necessary audit requirements within defined deadlines.
- Helps to develop and provide relevant workforce planning tools, methodologies, and research across the business to determine current and future workforce needs.
- Assists with intelligence gathering and measuring of KPIs to ensure on-track delivery of work programmes across the function, ensuring that activity carried out helps achieve the outcomes set out in the relevant strategies within the function's performance framework.
- Tracking and maintaining the function's programme of work which incorporates governance, resource management and performance planning to ensure budget, systems and resources are effectively aligned to deliver best outcomes.
- Maintains a comprehensive working knowledge of all relevant HR data systems and its relationship to day-to-day operations within the HR, Payroll and Finance directorates and advise users accordingly on best practice.
- Provides expert professional advice to inform management.

Educational Qualifications & Skills

- Educated to degree level or equivalent by experience in either a human resources or business related field.
 - Evidence of continuing professional development in relevant professional area – membership of a professional body in a Human Resources or business related field is preferred e.g. ILM, CIPD.
 - Experience of working within complex matrix-based, performance focused, organisations.
 - Current working knowledge of HR systems and system configuration and demonstrable experience of HR analytics, and a range of analytical tools.
 - Excellent planning, organisational, problem-solving and project management skills for managing complex long-term projects (e.g. new system implementation).
 - Proven experience of analysing and reporting data.
 - Good understanding of HR metrics, measures and people analytics and their use in delivering effective decision making.
 - Experience of effective partnership and influencing skills across all organisational levels and stakeholder audiences.
 - Understanding of good governance in data management and experience of producing statutory reports from the function.
 - Ability to work autonomously and support planned and short-notice projects.
 - Excellent presentation, communication and stakeholder engagement skills.
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Intellectual Demands (complexity and challenge)

- Ability to deal with highly complex, sensitive or contentious information.
- Researches and analyses complex and diverse information and a holistic perspective, often working to tight deadlines, so as to present a coherent, well-argued position.
- Personal resilience in balancing competing priorities, managing diverse views and responding positively to changing environments and setbacks.
- Plans for the short, medium and longer term in the context of corporate solutions and requirements.
- Takes a creative approach to problem solving and issue resolution.
- Uses initiative to help develop service levels and procedures where these would bring clarity and understanding to specific areas of work.
- Supports third party contracts, ensuring SLAs are met and addresses any technical issues as the internal expert.

Judgement (independence and level and impact limitations)

- Works autonomously, acting on their own initiative in undertaking the work under their remit, seeking input and guidance on major or contentious policy issues.
- Uses extensive HRIS knowledge of information and workforce systems functionality to determine when issues might impact on other parts of the BMA and BMJ and raises these with the HR Systems & Data Lead.
- Uses professional expertise to translate goals and plans into ways of working that comply with relevant legislation and statutory requirements whilst balancing the level of appropriate risk.
- Exercises considerable diplomacy and tact when dealing with sensitive and/or confidential matters.
- Ability to distil and present actionable information from complex research.

Resource Management and Influencing Skills

- Ability to build effective relationships and influence key stakeholders.
- Delivers customer interactions to individuals and relevant third parties which supports strong relationships and a reputation for achieving outcomes and resolving issues.
- Maintains and nurtures collaborative relationships with other teams in the function and external organisations that support the delivery of the people and transformation agenda.
- Plays an active role in the cross functional team to continuously improve the provision of HR services.
- Looks for changes to improve the area of work, while ensuring the highest possible levels of service quality are continually delivered.
- Effective utilisation of digital technologies and innovation across the function, having regard to equality and diversity as part of all decisions taken.

Communication (level, internal and external demands and significance)

- Works collaboratively within the HR function, particularly with the HR Systems & Data Lead, and across the wider Association, to ensure that its people and transformation objectives are given priority.

- Supports the HR Information and workforce systems for the entire BMA and supports BMJ on CoreHR and is a Super User/expert in those areas.
- May be required at times to handle highly confidential and sensitive information with tact and diplomacy (e.g. salary reviews).
- Required to deal with sometimes complex and sensitive information to all levels of the organisation.
- Acts as the custodian of employee data in terms of GDPR on all staffing data matters.
- Required to support a number of third-party contracts on behalf of the Association to ensure contractual service levels are maintained.

Working Conditions, Physical, Mental and Emotional Demands

- Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion.
- Work is conducted in a normal office environment and is not exposed to hazardous conditions or excessive anti-social behaviour. The role contains minimal personal risk.
- Required to work outside office hours, as the role demands, to accommodate attendance at conferences, dinners, meetings or events.

Values and Behaviours

The post-holder is expected to execute their role in line with our five organisational values.

The following examples illustrate how we are using our values to inform how we act:

We are **leaders** because:

- We strive to always improve
- We take responsibility for our actions
- We collaborate with each other and work as one BMA for the good of our members
- We are proactive and prepared to guide our members and each other

We are **experts** because:

- We understand our members
- We draw on our collective experience and knowledge to solve problems
- We use our insights and research to make decisions
- We provide accurate, credible, relevant and engaging information
- We recognise our strengths and act upon them

We are **committed** because:

- We listen to our members and put them at the heart of everything we do
- We are respectful, inclusive, open and honest with our members and each other
- We approach everything we do with confidence and sensitivity

We are **reliable** because:

- We deliver on what we say we will do
- We are accessible and approachable
- We build trust by being consistent and supportive
- We are positive and decisive whatever the situation

We are **challenging** because:

- We fight, ethically and fearlessly, for the interests of all our members

- We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession

Sign-off

Manager:

Date:

Role holder:

Date: