



## JOB DESCRIPTION

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                      | <b>HR Systems Officer (Officer)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Responsible To:</b>                 | <b>HR Information Systems Manager (Manager)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Job Purpose:</b>                    | To provide an effective and efficient service to HR colleagues and the business in HR systems and production of management information to aid organisation design activities, HR information provision and HR service delivery. To focus on Felixstowe, but consider and progress initiatives where appropriate across HPUK. Primary contact will be HR colleagues with some contact directly with Departments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Primary Objectives of the Role:</b> | <p><u>HR Systems</u></p> <ol style="list-style-type: none"> <li>1. Support the HR Information Systems Manager on the delivery of HR System strategy to include process and quality management.</li> <li>2. Contribute to discussions on future systems strategy, evaluate existing systems/other products as necessary and make recommendations.</li> <li>3. Maintain and develop core HR IT systems, specifically contributing to the development of and subsequent maintenance of HR hierarchies (e.g. reporting lines)</li> <li>4. Contribute to HR Management System projects (e.g. selecting, testing and implementing software).</li> <li>5. Develop HR systems to support the production of organisation charts.</li> <li>6. Progress systems activity within defined configurations (e.g. HR Delivery Model, Sharepoint Configuration, Core System Configuration) recommending changes where appropriate.</li> <li>7. Develop and maintain Document Management and Workflow solutions – e.g. Sharepoint.</li> <li>8. Contribute to, develop and maintain systems and permissions architecture as defined by the HR Information Systems Manager.</li> <li>9. Carry out system administration activities – e.g. system maintenance, system testing, system/data checks fault-finding and resolution, managing user access.</li> <li>10. Support others using systems – e.g. designing and delivering training, and producing user guides.</li> <li>11. Take action as directed by HR Information Systems Manager on HWL/HPH HRMS requirements/activities.</li> <li>12. Work with intranet/internet technology as required.</li> </ol> <p><u>Management Information</u></p> <ol style="list-style-type: none"> <li>13. Support reporting and measurement activity across the whole range of HR activity.</li> <li>14. Advise HR colleagues and progress with them reporting and measurements in line with the HR Performance Model e.g. Dashboard Reporting.</li> <li>15. Work closely with developers to enhance MIS to continuously improve Management Information.</li> <li>16. Respond to ad hoc reporting requirements positively and with due regard to time to ensure delivery taking advice from the HR Information Systems Manager where appropriate.</li> <li>17. Action defined reporting at set times throughout the year ensuring deadlines are met wherever possible.</li> <li>18. For all reporting, HPUK, HWP, HPH and HWL requirements are included e.g. HWL Group Headcount Summary.</li> </ol> <p><u>Other Objectives</u></p> <ol style="list-style-type: none"> <li>19. Maintain confidentiality of data and departmental security at all times.</li> <li>20. Undertake other duties which it is reasonable to do so.</li> <li>21. Work with line manager to update job description where appropriate.</li> <li>22. Ensure compliance to all policies, procedures, standard operating procedures and safe working practices, with recommendations for action and continuous improvement.</li> </ol> |



## JOB DESCRIPTION

### DESCRIPTION OF DUTIES

| Responsibility         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| For people             | <ul style="list-style-type: none"><li>• Responsible for their own conduct and behaviour.</li><li>• No line management responsibility.</li><li>• Will on occasions be responsible for the checking of work of others.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| For Assets             | <ul style="list-style-type: none"><li>• Responsible for own equipment.</li><li>• Responsible for ensuring the security and confidentiality of sensitive data in the carrying out of their role. This covers data such as absence, turnover, grades, and job evaluation/salary/bonus figures. Ensure provisions of the Data Protection Act are followed.</li><li>• Configuring data and creating, maintaining and updating report specifications / templates.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| For Finance            | <ul style="list-style-type: none"><li>• No direct financial responsibility.</li><li>• General duty of care to operate within budget and act in a cost efficient manner.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Decision Making        | <ul style="list-style-type: none"><li>• Required to make job-related decisions</li><li>• Working with systems the job holder will need to analyse options to decide on the best solution taking into account effort, time, and output. This will not always be straightforward, as legal, internal and external influences will need to be taken into consideration. There is a requirement in the role to test solutions to ensure integrity, then work with users to implement the solutions.</li><li>• The job holder is also required to continually look for new ways to improve processes and services, and there is a need to analyse options for HR system requirements and to work with colleagues to jointly agree on how best to handle. In some instances, this will include making the decision on the option to take where it is within the job-holder's specific area of work e.g. specific areas of system administration.</li><li>• Job holder will be self-motivated and able to work on own initiative, with prioritisation of workload based on the demands of the business and the job holder being responsible for prioritising their own workload. There will be a high degree of competing demands for day to day delivery and longer term project/development work which will be challenging to balance.</li><li>• The role will participate in the evaluation of new system functionality and selection of the most suitable solution.</li></ul> |
| Communications         | <ul style="list-style-type: none"><li>• Required to conduct oneself in a calm, polite and professional manner at all times.</li><li>• The role holder will have excellent communication skills, written and verbal, to communicate confidently and concisely at all levels within HP(UK) and HPH – individually and to groups.</li><li>• There will be a requirement to make presentations and participate in/facilitate workshops. There will be a requirement to develop materials and deliver training to users of systems.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Experience & Knowledge | <ul style="list-style-type: none"><li>• Experience of raising and delivering process and service improvements.</li><li>• Experience and knowledge of working to processes and in line with process methodology.</li><li>• Advanced experience working with systems – e.g. reporting, configuration management, supporting others.</li><li>• Strong IT skills, particularly manipulating data using Excel.</li><li>• Ability to demonstrate good analytical and problem solving skills.</li><li>• HR experience desirable</li><li>• Intranet/Internet (e.g. Sharepoint) experience desirable</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



## JOB DESCRIPTION

|                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | <ul style="list-style-type: none"><li>• HRMS/IT project experience desirable – e.g. testing, configuration</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Qualifications</b>                                     | <ul style="list-style-type: none"><li>• Educated to degree level or equivalent.</li><li>• Must hold a full UK valid DVLA driving licence.</li><li>• Project management qualification (e.g. Prince 2) desirable</li><li>• Good working knowledge of Excel, Advanced preferred.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Personal Demands</b>                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Mental Demands</b>                                     | <ul style="list-style-type: none"><li>• Reasonably long periods of concentration to ensure crucial accuracy – reports will be provided to HPH/HWL and HPUK Executive and Management and so the impact of errors could be significant as the Management Information will be used to track finances or make decisions, both of which could have long term implications for the business.</li><li>• Ability to organise and prioritise all demands of the job.</li><li>• General level of awareness and concentration required for working in an office environment. The role will demand prolonged concentration for the whole shift, with sometimes intense concentration required.</li><li>• Work pattern usually predictable but with interruptions.</li></ul> |
| <b>Physical Demands</b>                                   | <ul style="list-style-type: none"><li>• The post holder will be required to use 'normal' office equipment including some exposure to typing and using a computer.</li><li>• No requirement for strenuous physical exertion.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Health &amp; Safety (unavoidable exposure to risk)</b> | <ul style="list-style-type: none"><li>• Responsible for own health and safety within an office environment.</li><li>• May require very occasional visits to operational areas e.g. analysing/testing HR systems in those areas.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Manager's Name: .....

Manager's signature: .....

Job Holder's Name: .....

Job Holder's Signature: .....

Date: .....