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**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |  |
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| Job Title: | **Information Analyst** |
| Immediate Senior Officer/Line Manager: | **Workforce Information and Systems Team Leader** |
| Department(s): | **Human Resources and Workforce Development** |
| Location: | **Gyle Square** |
| CAJE Reference: | HRG165 |

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| **2. JOB PURPOSE**  To support the development and administration of Human Resource Business Systems. In conjunction with business users Operational HR Staff, Senior National Services Scotland (NSS) Management as well as the technical members of the HR Business Systems team to maximise the benefits of these systems to the organisation. |
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| **3. DIMENSIONS** |  |
| **To reflect local structure – see cover sheet** | |  |
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| **4. ORGANISATION CHART**  **To reflect local structure – see cover sheet** |
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| **5. ROLE OF THE DEPARTMENT** |
| The core purpose of the HR function is to provide a range of services which will enable NHS National Services Scotland to achieve its strategic objectives and which increase the success of the organisation by improving the processes and decisions that depend on or impact people and the sustainable future of NSS.  The main activities of the HR function include the following:   * The provision of core people processes, transactional and administrative HR services. * Delivering people information, systems and the management of HR data. * Developing tailored solutions, guidance and support to managers around people, culture and performance. * Developing solutions and expert workforce planning advice and information focused on best practice methodologies, tools and techniques. * Providing resourcing and recruitment services, including the management of the NSS Workforce Resource Team and redeployment. * An employee relations service which encourages, supports and develops partnership working arrangements and the full involvement and engagement of staff, the trade unions, and professional bodies across the organisation. * Act as the Staff Governance Champion for NSS. Develop and implement a Staff Governance Action Plan; through the consistent and robust implementation of the standard and developing and implementing Staff Survey Action Plans. * HR and Organisational Development consultancy, interventions and programmes focused on achieving a more agile, efficient and effective organisation * Organisational learning and development programmes focused on the delivery of the organisations strategic objectives. * Co-ordinating the implementation of all national pay frameworks and ensuring that these are implemented fairly and consistently across the organisation. * Providing expert advice on all pay, and grading issues along with job design, terms and conditions and employee benefits. * HR Policies that are developed and implemented in partnership, that are fit for purpose and meet the needs of the organisation. |

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| **6. KEY RESULT AREAS** |
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| 1. To work with customers to capture reporting requirements, providing accurate and timely information and reports for submission as part of the NSS Board Report on behalf of HR 2. Responsible for testing any new developments or changes to the HR management systems, with particular emphasis on the configuration, implementation and reporting requirements. 3. To ensure the highest level of Data security at all times by following agreed processes and procedures in relation to data access and provision |
| 1. Develop and maintain a suite of data validation routines ensuring that the data within systems is as accurate and up to date as possible, including the monitoring of data exchanged between systems as part of an interface. This will include the maintenance of a stringent process of data analysis in order to maintain and increase the level of data quality that the system has so that it becomes a well trusted and widely used data source. |
| 1. Develop and maintain comprehensive team procedural guidance documents for all managed systems and regular duties performed within the team. Ensuring these are shared across the team. |
| 1. Provide a comprehensive service in relation to the maintenance, development, delivery and interpretation of reports to be used by Operational and Senior Management, Scottish Executive, business users |
| 1. Dealing with the diverse range of requests/enquiries by all business users in a flexible manner that will match the needs of their respective divisions, while ensuring it is done in a professional and courteous manner and to the highest standards while maintaining communications on progress. |
| 1. Coordinate and participate in various communication group's for managed systems chairing where appropriate and taking/communicating minutes as necessary. 2. Proposes and contributes to possible development opportunities to the HR Systems including participation in meetings with operational HR to discuss change requests and possible systems developments to meet service needs. |
| 1. Develop, evaluate and deliver data extracts from the system reporting function, ensuring effective application use in order to service the needs and expectations of a diverse customer base. 2. Train users on the system support tasks and processes involved in managed systems. 3. Undertake annual review of all users of the managed systems to ensure that they maintain up to date knowledge and application of processes and procedures. |
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| A large part of the roles duties are self-generated by the post holder based on the project plan in place or the key activity needing to be undertaken.  The post holder liaises with their Line Manager on work undertaken and on work where it is being completed across the team. The post holder will work on his or her own initiative with minimum supervision.  The post holder undertakes the data collection and statistical analysis needed for report development based on the customer’s requirements and the needs of the NSS Board/ Governance Groups. |
| Overall work plans are driven by NHSS strategies, NSS Corporate Contract, SBU business plans and HR business plan. |
| The post holder will be expected to liaise, through regular meetings, with the regional operational HR teams in order to plan and co-ordinate work. |
| Work is generated from NSS; Colleague NHS Boards and via Scottish Government/ National initiatives. |
| Formal objectives to be agreed annually, and reviewed with the Workforce Information and Systems Team Leader |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal**  Continual daily contact by email, telephone, face to face meetings etc with system users, Finance, HR staff, Corporate and divisional IT staff, Business Information Systems staff in order to coordinate, plan, test and initiate work. This contact may be in the form of written reports, excel spreadsheets, electronic e-mail, telephone conversations, tele-conferencing, video-conferencing etc.  **External**  Regular contact with National Teams for managed systems, and colleague NHS Boards This will be in the form of written reports, excel spreadsheets, electronic e-mail, telephone conversations, tele-conferencing, video-conferencing and Health Department directives etc. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Complex problem solving in relation to issues that may be generated by staff and/or the systems themselves. This has to be done within very tight timescales  Dealing with the wide number of users (100 +) with their varied knowledge and skills in order to help them come to a resolution for wide and varied issues.  The postholders workload will also entail multiple projects and information requests being managed at the same time. The postholder will need to manage these in conjunction with the HR information and Systems Team Leader ensuring that the needs of the business are met at all times. |

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| **10. SYSTEMS** |
| * Support the maintenance, development and implementation of new Workforce systems across NSS and specific projects involving data development, liaising with data management colleagues as required. * Identify ways to improve existing systems in terms of quality, timeliness and reliability of data. * Investigate issues with the data and take appropriate action to ensure the integrity of information is maintained.   Microsoft packages: Outlook, Office (Excel, Word and PowerPoint).  Undertakes a lead role in the day to day delivery of a range of HR Workforce Information Systems which operate from both within HR and across NSS including:-   * eESS (Core and Self-service) * ServiceNow Call Management * eForms * JobTrain * Other systems used by the post holder will include: -   + eESS employee self-serve   + Turas Appraisal/ Learn   + iMatter   + CROWN   + Meeting Room Manager |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| **Physical effort –**  Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from VDU when required. Mental effort –  1. Concentration is required when comprehending, understanding and advising on workforce systems, information and HR analytics in relation to specific queries/issues. 2. Attention to detail is required when studying or checking workforce information and reports, training material, correspondence etc. 3. Ensure that all processes and procedures are followed correctly and that relevant paperwork is completed. 4. The post-holder will have to deal with frequent interruptions via phone calls, staff and managers requesting advice or assistance or e-mails, which can mean alternating from task to task depending on nature and importance.   **Emotional Effort**  During the course of the working week it can be expected that the post holder will encounter some form of challenging behaviour in relation to HR Systems functionality or its current usage from the users of the system(s) |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Standard office conditions and equipment.  Standard keyboard skills. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| The post holder needs  **Qualifications and/or experience** - Educated to degree level or equivalent relevant experience in IT related field. Experience of system maintenance and implementation. Experience of human resources systems would be highly advantageous  **Minimum knowledge** – The post holder needs to have a minimum knowledge of what an HR system is and how it applies to an organisation, What the organisations and HR’s direction/focus is and how HR systems play a role in this.  **Skills** – The post holder needs excellent communication and interpersonal skills and will have the ability to work well in a team environment. They must also have strong written communication skills and be able to liaise effectively with all levels of staff as well as possess good time management skills and ability to work well under pressure. He/she will be self-motivating and have the ability to inspire confidence in the system.  **Local knowledge and skills** – The post holder must quickly gain knowledge on how the NSS’ HR Systems links with various other NHS applications. The organisation also has a number of policies and procedures which are specific to it and which the post holder needs to get a good understanding of so that advice and guidance being given in relation to the IT systems supporting these is relevant and in accordance with the policy. A good understanding of the structure and workings of the organisation needs to be developed as this underpins the security and structure of all of the HR systems.  **Physical skills** – The role requires a high level of speed and accuracy in terms of data entered on to the system and in relation to the advice given to system users. Keyboard skills therefore need to be well developed |

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| **14. JOB DESCRIPTION AGREEMENT** | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | |
| Postholder Signature: |  | | Date: |  |  |
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| Postholder Print: |  | |  |  |  |
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| Manager Signature: |  | | Date: |  |  |
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| Manager Title: |  | |  | | |
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| HR Stamp: | |  |  | | |