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**NATIONAL SERVICES SCOTLAND**

**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
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| Job Title: | **People Systems & Performance Administrator** |
| Immediate Senior Officer/Line Manager: | Workforce Information & Systems Team Leader |
| Department(s):  SBU: | Human Resources and Workforce Development |
| Location: | Gyle Square/Delta House |
| CAJE Reference: | NPHRG683 |

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| **2. JOB PURPOSE**  To support the administration and maintenance of Human Resource Systems, with particular emphasis on the management functions of the system to control access, monitor the quality of data, update and maintain the configuration of components. To provide user support and training in the use of digital systems and provide comprehensive advice, assistance and guidance to system users.  In conjunction with business users, Operational HR Staff, Senior National Services Scotland (NSS) Management, NHS National Board users and Senior 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. Create and maintain systems user accounts for corporate systems delivery, ensuring delivery in the timescales to meet the Service Level Agreement.   Extract and collate data to support data analysis and provide insight to customers.   1. To ensure the highest level of Data security at all times by following agreed processes and procedures in relation to data access and provision. Working with colleagues to ensure the ongoing security of all Workforce and Performance Systems. |
| 1. Develop and maintain comprehensive team procedural guidance documents for workforce systems and business processes and support the update and maintenance of all HR Management systems user guides. |
| 1. Provide a comprehensive service in relation to the maintenance, development, delivery and of reports to be used by Senior Management, Scottish Executive, NHS National Boards, business users and the HR department. 2. Responsible for testing any new developments or changes to the HR management systems, with particular emphasis on the configuration, implementation and BAU for workforce systems. |
| 1. Dealing with the diverse range of customer requests/enquiries from the National Services Scotland and Public Health Scotland, through to completion ensuring it is done in a professional and courteous manner and to the highest standards while maintaining communications on progress throughout. |
| 1. Coordinate and participate in working groups, both for the development of the Workforce systems and HR management systems and taking/communicating minutes as necessary. 2. Propose and contribute to possible development opportunities to the catalogue of HR Systems including participation in meetings with operational HR to discuss change requests and possible systems developments to meet service needs. |
| 1. Provide basic advice and guidance to HR colleagues on compliance and information governance procedures/issues as well as advice on SBU administrative procedures. 2. Maintain and contribute to the development of the SBUs administration systems, in order to maintain and improve the effectiveness and efficiency of the area of responsibility. Develop and maintain procedures as required. 3. Take ownership of various pieces of work/projects, attend and contribute to meetings. Contribute to corporate initiatives, for example; the Business Classification Scheme for Records Management in order to ensure the department functions to administrative best practice. 4. Efficient use of IT systems with good attention to detail for data inputting/updating, populating spreadsheets and reporting using various IT software packages such as Crown Flexi and any other electronic systems specifically related to HR Staff |
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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 their own initiative with minimum supervision.  The post holder undertakes the System Maintenance and data collection analysis needed for report development based on the customer’s requirements and the needs of National Services Scotland, Public Health Scotland and the NHS National Boards project. |
| 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 workload. |
| Work is generated from NSS colleagues, NHS Boards and via Scottish Government/ National initiatives and will be a combination of regularly recurring office duties (administration, related Information Governance requirements); work delegated by their Line Manager and additional work may be assigned by the Senior Management Team on an ad hoc basis. |
| The post-holder will monitor their own output and standards, and review and propose changes to team procedures, as appropriate, in order to ensure the continued provision of a high quality supporting service.  The post-holder will participate in the formal performance review scheme, and will take a pro-active approach in the formulation of a personal development plan to ensure their skills and knowledge are continually developed. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder will be dealing with staff enquiries from staff into the People Insights, Performance and Systems Team through different contact channels. They will also work closely with colleagues across the Function to ensure any enquiries and issues are responded in line with processes at times this will require them to use tact, discretion and diplomacy to reach a successful outcome and manage expectations.  **Internal**  Continual daily contact by email, telephone, face to face meetings etc. with system users as part of the Shared Services offered by HR across PHS and NSS staff in order to coordinate, plan, test and initiate work. This contact may be in the form of written reports, excel spreadsheets, e-mail, telephone conversations, tele-conferencing, video-conferencing and tickets logged in the call management system.  **External**  Regular contact with Workforce System National Teams, 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 with their varied knowledge and skills in order to help them come to a resolution for wide and varied issues.  The post holder’s workload will also entail multiple projects and information requests being managed at the same time. The post holder 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.  The post holder will respond effectively and efficiently to competing internal and external demands within a changing business environment to ensure an effective and efficient business support service. |

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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, Office365 (Intermediate Excel, Word and PowerPoint). * Work, store and transmit data in accordance with the data protection, freedom of information and confidentiality principles * 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   + ServiceNow Call Management   + eFORMS * 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 –**   1. 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) 2. Handling of personal information relating to individual staff when dealing with aspects of the role including; extraction and delivery of Workforce data and Information Governance i.e. subject access requests, records management and freedom of information requests. Respect for confidentiality is paramount. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Standard office conditions and equipment.  Standard keyboard skills.  The post-holder is subject to prolonged VDU exposure for a significant part of the working day. Daily and occasional use of photocopiers.  No demands arising from inevitability adverse environmental conditions and hazards.  The post holder, when in the office, will share an open plan office with other members of the team. There may be moderate but frequently intrusive noise from conversations, office traffic, IT equipment and telephones etc.  The differing working locations required to effectively perform the role can produce a wide range of environmental and working conditions, as can the travel to those locations.  There is a requirement to use a wide range of office equipment regularly throughout the day such as PC/ Laptop, printers, scanners, photocopiers etc.  During periods when the office environment is not suitable, the post holder will be expected to work from home, suitable equipment to support this will be provided.  The post holder will be expected to travel occasionally and operate in various NHS Scotland localities and facilities. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Qualifications and/or experience**  Educated to HNC level (or equivalent experience in either an administrator role or an IT related field where a high level of responsiveness and customer care is required.)  **Minimum knowledge**  The post holder needs to have a minimum knowledge of what a workforce system is and how it applies to an organisation. They should also have a good working knowledge of Microsoft Office applications with proven capability in producing correspondence.  **Skills**  The post holder needs excellent communication and interpersonal skills and will have the ability to work well in a team environment and on their own. 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.  They 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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