

Job Description: People Systems & Data Officer

Reports to: People Systems and Data Manager

Location: West London – currently operating an agile working policy with two core days (Tues and Weds) in the office and with travel to other sites as needed

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £29,000 - £33,000

About the role:

We are looking for a passionate People Data & Systems Officer to support meeting data requests across all functions within HR and support in managing our HR systems. Driving, with the rest of the team towards self-service, the role will sit within the wider People Operations team which encompasses a people service desk and people governance.

Working closely with the wider People Operations team you will report to the People Systems and Data Manager. This position will give an enthusiastic and driven applicant a chance to gain hands-on experience with a wide variety of HR systems, HR data and HR processes and give excellent exposure to multiple stakeholders within the People team.

In this role, you will also be assisting the People Systems and Data Manager in improving the experience of those using our people data. With support where needed, you will work to define and document new data requirements from stakeholders across the People team and the organisation. You will be a key part of developing our data ways of working to meet these requirements and ensuring our people data is accurate and available.

You will also be required to assist the People Systems and Data Manager in ensuring the day-to-day operation and user experience of our people systems. You will provide support for all existing people systems and processes across the function and use your system and technical knowledge to maintain relevant documentation and guidance. You will work with others in the team to keep on top of any system issues, training needs and requests for future configuration.

You will play a key role in ensuring our internal customers receive a good service by responding to and resolving ad-hoc data requests and answering ad-hoc system queries and dealing with issues as they arise from our employees, managers and HR colleagues.

Responsibilities and Duties:

Data

- Developing an in-depth understanding of the HR data we have available across the network for both schools and Central employees and how it can be used to enable self-service and answer data requests.
- Act as a first line system support for all data-related queries, including answering ad-hoc requests from members of the People team for data held in our systems.

- Work with others across the Ark network and inside the People Operations team to improve HR data quality and governance. This could include supporting/establishing routine and adhoc data quality checks on our people data, resolving live data issues and undertaking preventative action to ensure future high quality data collection by colleagues across the network by giving advice, issuing guidance and providing training as needed.
- Assist the People Systems and Data Manager in completing mandatory reporting where required.
- Work in concert with the People Systems & Data Manager and Head of People Operations to drive self service data capabilities and a culture of self-service.
- Make use of Excel, power query and other tools (PowerBI/Tableau) as needed to ensure we derive value from our people data across the Ark network.
- Maintain an overview of both data requests and regular reports and update documentation around data fields, calculations and methodology as required.
- Participate in or lead people data projects as needed under the direction of the People Systems & Data Manager.

Systems

- Developing an in-depth understanding of our HR system architecture and how it is used throughout our network by both schools and Central employees, line managers and the wider People team
- Maintaining support for the system rhythm of the year including onboarding, annual leave and performance management processes in our HR system
- Assist in the planning, design, development & implementation of future system improvements
- Contribute to the HR system issues log and work closely with the People Systems and Data Manager, People Services Manager, People Governance Lead and Ask HR (School HR Support) to resolve these and/or review training gaps
- Assist in testing and data migration for any key system projects that may be active
- Carrying out core admin duties for HR systems such as system imports, updates to functionality etc.
- Participate in or lead people system projects as needed under the direction of the People Systems & Data Manager.
- Provide training of People systems to relevant colleagues.

Person Specification:

Knowledge & Experience

- Previous experience of working with HR data (essential) & systems (essential)

- Experience in manipulating data in Excel – with the ability to build reports and analyse data
- Experience of using and configuring people systems
- Passion for providing a high-quality employee service
- Strong problem-solving skills
- Effective communication skills – both written and oral
- Enthusiasm to face new challenges and learn new skills
- Able to use initiative and prioritise effectively
- Inquisitive and analytical thinking

Desirable

- Knowledge for data visualisation platforms/business intelligence tools such as Power BI/Tableau

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined here, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.