

Trust HR Systems and Services Officer Job Description and Person Specification



Post Title:	HR Systems and Services Officer
Responsible to:	Trust Director of Corporate Services
Responsible for:	The Trust HR System with input and support for HR services
Grade	Band G, actual salary is £23,627 to £25,218, 37 hours per week, 202 Working Days per year Full time salary is £25,990.61 to £27,741.47

Main Purpose of Job

The post holder will take responsibility for the operational development and implementation of the HR System and its functions to support the work of the Trust. The post holder will work as part of the HR team to deliver our key priorities and services.

There is connectivity between this post, another HR Systems and Services Officer (part time), three Academy PA/HR Officers and the Payroll Manager who work together proactively to ensure a smooth and efficient service to employees and the Trust. The post holder will work with the Director of Corporate Services, external HR Legal Service and the Heads of Establishment to support the aims of the Trust.

The Trust currently uses CIPHR HR and Payroll software / system. The post holder will be a key point of contact and will manage this system working under the direction of the Director of Corporate Services and as part of the wider HR and Payroll team.

Excellent standards of behaviour, respect and learning depend upon the ‘tone’ set by all members of the Trust community. We build upon our strengths – together!

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outline below are the responsibility of the post holder who will be accountable for delivery.

Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

A=Accountability (which means being responsible for something to somebody), L= Leadership (guide, direct and influence the outcomes of) O=Operational (day-to-day management and control of these activities)

1. Role Specific Duties and Responsibilities		A	L	O
1.1	Operational lead on development, use of and continued implementation of the System (we implemented CIPHR HR and Payroll September 2020). This will include:	✓		✓
1.1.1	Updating and delivering the 'System Development and Implementation Plan' and communicating the plan to key colleagues.	✓	✓	✓
1.1.2	Monitoring the software contract, working with the software provider on developments required and issues to be resolved. Updating the team on software updates and how these impact the way in which we use the system.	✓	✓	✓
1.1.3	Collaborating with appropriate staff to develop service requirements and to understand their needs and how these can be supported by the HR System.	✓	✓	✓
1.1.4	Developing user guides and procedures in line with service plans and priorities and communicating them effectively to all users. Provide training / demonstrations to users.	✓	✓	✓
1.1.5	Understanding the bigger picture to support the development of working practices associated with the system and the services required.	✓	✓	✓
1.1.6	Develop specialist skills and knowledge in the setup of and operation of the system to support the delivery of the services required whilst not losing sight of the people focus. This includes the backend and front end operations.	✓	✓	✓
1.1.7	Develop, maintain and provide the operational suite of reports required by the Trust for the Service. Ensuring that all reports are sense checked and fit for purpose. This includes input to Payroll reporting from the system (noting that the Payroll Manager manages Payroll).	✓	✓	✓
1.1.8	Manipulating and evaluating reports using excel and other IT products.	✓	✓	✓
1.1.9	Support key staff by providing input to process, procedures and the development of output reports / documents.	✓		✓
2. HR Service Duties and Responsibilities		A	L	O
2.1	Work as part of the team to support operational aspects of the Service, including:	✓		✓
2.1.1	Support for the creation and maintenance of HR Records across the full range of functions, including; recruitment (starter/leaver), onboarding, induction, probation, talent management, employee experience / wellbeing, HR and management processes, document libraries and any other service related activity.	✓	✓	✓
2.1.2	Support for the full employee Lifecycle of processes as required including: recruitment, onboarding/offboarding, induction, probation, talent management, employee experience / wellbeing, HR and management processes, document libraries and any other service related activity.	✓		✓
2.1.3	Discharge all Safeguarding, GDPR, Records Management and Health and Safety aspects of the Service.	✓	✓	✓

3. Generic Duties and Responsibilities

3.1	Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.
3.2	All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided).
3.3	Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.
3.4	Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.
3.5	All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.
3.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
3.7	Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.
3.8	Establish constructive relationships and communicate with others (internal and external).
3.9	Organise and support Academy and Trust events as requested.
3.10	Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.
3.11	All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder you will support, mentor and act as a role model for all staff.

Person Specification

Post: Trust HR Systems and Services Officer

The Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff, other workers and volunteers to share this commitment.

		Essential / Desirable	Method of Assessment
1	Qualifications / Training / Experience		
1.1	GCSE A*-C in Mathematics, English or equivalent	✓	AF/CQ
1.2	Hold qualifications at A 'level or equivalent	✓	AF/CQ
1.3	Educated to degree level in a relevant subject.	Desirable	AF/CQ
1.4	IT / Systems related qualification or experience at a level that would suggest suitability for the post. This does not have to be specific to HR, other transferable experience will be considered.	✓	AF/CQ
1.5	Evidence of ability to manage an IT based system, or evidence of potential and skills to manage an IT based system. Must be able to evidence advanced use of spreadsheets / data sets.	✓	AF/I/R
2	Skills and Aptitudes		
2.1	Ability to relate well to and respect pupils / students and staff and act as a role model at all times.	✓	AF/I/R
2.2	The ability to work within recognised procedures and respond to unexpected problems and situations.	✓	AF/I/R
2.3	Be able to evidence the following to a high standard: IT / Data Skills, Numeracy, Communication skills, Organisational Skills, Administrative Skills.	✓	AF, CQ, R, I
2.4	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF, CQ, R, I
2.5	Have the ability to consider and seek out all relevant information and present balanced and sound reasoning to sensitive issues.	✓	AF/I/R
2.6	Understanding of HR work including; relevant policies/codes of practice/legislation, recruitment, induction, talent management, absence management, workforce development, wellbeing, disciplinary, capability or grievance management.	Desirable	I/AF
2.7	Evidence of and or ability to conduct process review and develop efficient and effective services and procedures	✓	I/AF
2.8	Evidence your potential to develop and manage our HR System.	✓	I/AF/R
3	Mandatory Requirements		
3.1	A DBS check at an enhanced level must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust.	✓	DBS Check
3.2	Education posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓	AF/R
3.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
4	Physical Requirements		
4.1	Health and physical capacity for the role.	✓	I, R
4.2	A good attendance record in current employment, (not including absences resulting from disability)	✓	I, R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

5	Effective Behaviours	Method of Assessment
5.1	Seeing the Big Picture	A/I/R
	Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with different needs and from other backgrounds. Gather information from both inside and outside of the Trust to inform your area of work.	
5.2	Changing and Improving	A/I/R
	Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.	
5.3	Making Effective Decisions	A/I/R
	Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.	
5.4	Leadership	A/I/R
	Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.	
5.5	Communicating and Influencing	A/I/R
	Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.	
5.6	Working Together	A/I/R
	Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build	

	supportive relationships. Listen to alternative perspectives and needs, responding sensitively and checking understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment and discrimination are unacceptable.	
5.7	Developing Staff and Others	A/I/R
	Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.	
5.8	Managing a Quality Service	A/I/R
	Gain a clear understanding of pupil/student needs. Plan, organise and manage your own time to deliver a high quality education to pupils/students. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep colleagues up to date with progress.	
5.9	Delivering at Pace	A/I/R
	Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant Trust policies and procedures. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing	

Key to abbreviations: **AF** Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.