



Job Description

P&C Systems Administrator

The P&C Systems Administrator is responsible for managing, maintaining, and optimising all People & Culture (P&C) systems to ensure smooth and efficient operations. This role plays a critical part in supporting the broader P&C team by overseeing system administration, improving data accuracy, and delivering solutions that enhance employee experience. The role involves partnering with IT, vendors, and P&C stakeholders to ensure our P&C team systems meet the organization's needs and drive operational excellence.

This role works closely with P&C teams to ensure the P&C digital platforms and technology enhances P&C functionalities, maintains employee data management, while ensuring compliance with legal and organisational policies. Through effective system administration and innovative system solutions, this role aims to improve P&C service delivery, enhance data accuracy, and improve the overall leader and employee experience.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



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ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	People & Culture
Department / Team	Shared Services
Reporting Line	People Services Manager
Contribution / Responsibilities	System Management & Maintenance • Manage day-to-day operations of all P&C systems, including core HRIS, time and attendance, recruitment, performance management, learning management, payroll, remuneration review and other P&C-related platforms. • Perform regular system audits to ensure data integrity, security, and compliance with legal and organisational standards. • Lead system upgrades, configurations, and enhancements, ensuring minimal disruption to users and operations. • Manage system access, security profiles, and permissions to ensure appropriate access control across the organization. Process Improvement & Optimisation • Identify opportunities to enhance system functionality and efficiency by leveraging system features and functionalities. • Collaborate with key P&C stakeholders to streamline processes, automate workflows, and improve system usage. • Provide insights and recommendations for technology improvements that align with strategic priorities Technical Support & Troubleshooting • Serve as the primary point of contact for P&C system issues, troubleshooting, and providing timely resolution. • Work with IT and third-party vendors to resolve technical issues, escalate when necessary, and ensure continuous system performance. • Maintain system documentation, training materials, and FAQs to support end users in system navigation and utilisation. Data Reporting & Analytics • Generate and deliver regular and ad-hoc reports, dashboards, and metrics for P&C and leadership teams. • Provide data analysis to support decision-making, helping to identify trends and insights across P&C operations. • Ensure the accuracy and confidentiality of P&C data by adhering to data governance standards. User Training & Support • Provide training to P&C team members and other stakeholders on system features, best practices, and updates. • Develop and conduct onboarding sessions for new users to ensure effective system use. • Promote self-service features and tools to enhance user adoption and engagement.

	Vendor & Stakeholder Management • Liaise with external vendors and service providers for system maintenance, contracts, and support agreements. • Collaborate with internal teams (e.g., IT, Finance) to integrate P&C systems with other business applications and platforms
Health & Safety	• Be a proactive contributor to ensuring the health, safety and wellbeing of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures. • Support health and safety compliance initiatives and assist in promoting wellbeing programs across Summerset. • Contribute to the development of H&S plans for business groups and support implementation where required.
Qualifications and Experience	Technical Skills • Experience with HRIS platforms (e.g., Tech1, Optima, Peakon, Totoro, ELMO, etc.) • Proficiency in report generation and data analytics using system reporting tools and Microsoft Excel • Excellent SQL database, numeracy • Knowledge of system integration, data management, and data privacy regulations Capabilities • Business Acumen • Collaboration • Process Excellence • Outside-in Perspective • P&C Operations and Information Personal Attributes • Strong problem-solving skills with the ability to troubleshoot and resolve system issues efficiently • Excellent communication skills, with the ability to work effectively with both technical and non-technical stakeholders • Strong organisational skills and attention to detail, with the ability to manage multiple tasks and deadlines • Proactively identifies potential issues and opportunities for improvement, rather than waiting for direction, is willing to experiment and innovate. Actively seeks out solutions to challenges and is willing to take the lead on resolving issues • Maintains a structured approach to work, effectively managing time and prioritising tasks to meet deadlines • Shows a strong desire to keep learning and improving their P&C knowledge and skills, staying updated on P&C trends and best practice Education & Experience • Bachelor's degree in Human Resources, Information Technology, Business, or a related field

	• Experience administering HR systems (HRIS, payroll systems, learning management systems, etc.) • Strong knowledge of HR processes and operations, with a focus on optimizing system use
Relationships	• Colleagues within Shared Services team • P&C Partnering and wider P&C teams • Finance • IT • Summerset staff and managers • HR system providers
Dimensions	• No direct reports • Nil opex / capex budget

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.