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| **People Team Systems Administrator**  **Job Description and Personal Specification** | |
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| **Job title:** | People Team Systems Administrator |
| **Place of work:** | Hybrid – Brasted, Kent/Remote |
| **Hours of work:** | Part Time – school hours considered |
| **Salary/Grade:** | C |
| **Reports to:** | People Team Systems Manager |
| **Level of screening:** | None |
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| **Who we are** | |

Shape

Description automatically generated with medium confidence

Catch22 is a social business which design and delivers services that build resilience and aspiration in people and communities. We believe that people can thrive when they have a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

All Catch22 services deliver at least one (and often all three) of these outcomes.

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| **Where you fit in** |
| Our corporate services in Catch22 include finance, IT, The People Team, Health and Safety (incorporating human resources, learning and development and employee relations), development (including business development, partnerships and communications). We service staff across the Catch22 hubs: Justice, Education, Employability and Skills and Young People and Families.  The Pay, Reward and Systems team are responsible for managing our HR systems, including Itrent and the Applicant Tracking System.  They oversee structure, upgrades and enhancements.  They provide technical support and training to managers.  They are also our people analytics specialists and provide regular reports and dashboards to inform and support decision making. |
| **Main Duties & Accountabilities** |

 In this role you will be responsible for the day-to-day system administration and development of our integrated HR and Payroll system, iTrent (HouRS) whilst providing support and guidance to managers and staff on the effective utilisation of the system. Additionally, you will also support with the administration of any other HR systems such as SmartRecruiters Applicant Tracking system, Business Objects, the Reward Gateway, and any other systems required by the People Team.

* Acting as the first point of contact for all systems related enquiries:
  + Notifying/discussing system problems, outages and bugs which need to be addressed by iTrent and escalating these accordingly.
  + Providing technical advice, support and guidance to system users (e.g. log in issues) and be able to provide ad hoc training to users to resolve these issues
* Provide support on the effective management of the HR system by ensuring all organisational level system changes to processes are clearly documented.
* User account/role set up, maintenance and control:
  + Ensure all users have appropriate access to fulfil their role and functions within the various HR systems.
  + Ensure all new starters and leavers are given access / access withdrawn in accordance with SLA timescales.
* Security maintenance – ensuring any changes or creation of new security profiles work (i.e. are tested following any build or maintenance)
* To support with the performance of system upgrades, patches, and fixes.
  + Liaise in a timely manner with Catch22 (HR, Payroll); and other Catch22 umbrella organisations respectively on the timing of patches/upgrades
  + Ensure relevant parties are aware of improvements/impacts of any upgrades e.g. new functionality, standard reports, etc.
  + Supporting with any post upgrade actions
  + Keep user guides up to date with any changes on the system
* Data conversion – support Catch22 HR and Payroll with any data conversions required.
* Supporting with the timely implementation of annual general pay uplifts across various groups of employees and annual leave actions
* Support Catch22 HR and Payroll with the writing system workflows and business objects reports as and when required.
* Plan and carry out audits on the HouRS user base to ensure system integrity and security, ensuring that the output from the audit reports are reviewed and escalate any issues as appropriate.
* Support with training of HR team and other new starters within the organisation.
* Maintain data accuracy and quality within the system.
* Support with the completion of the Schools Workforce Census and liaise with administrators across the schools to get this completed.
* Act as an administrator on the Reward Gateway system with uploading starters and leavers details, maintain the organisation structure, respond to queries and produce promotional materials and compile blog posts.
* Be able to extract reports and data out of the HR system as requested.
* Support with the administration and development of any other HR systems as required.
* Participate in special projects and perform additional duties as needed as required across the People Team.

**Other**

* To comply with Health and Safety policies and procedures.
* To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.

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| **What does good look like for this role** |

The systems used to administer the employee lifecycle and pay people provide an excellent user experience and keep abreast of legislation.

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| **Organisational Relationships** |

* Reports to the People team Systems Manager
* Liaises closely with People Services and People Services team, & Payroll Manager
* Liaison with Catch22 HR, Payroll; and other Catch22 umbrella organisations.
* Liaison with all managers and staff within Catch22, both at Head Office and in the services.
* Liaison with relevant 3rd party suppliers

**People Team Systems Administrator**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications/Experience | Must be PC-literate and self-sufficient in the Microsoft 'Office' suite of products.  Experience of working with and maintaining HR and Payroll systems (iTrent)  Experience of providing help/support and technical guidance on HR systems to Users  Experience of maintaining system security profiles and passwords | Experience of supporting and configuring the following specific Business Systems:   * iTrent – incorporating HR, Absence, Payroll, Manager & Employee self-service, Security and L&D modules. * Business Objects, including designing, developing and maintaining reports   Experience of developing and implementing iTrent modules to meet operational requirements |
| Knowledge | Knowledge of HR databases and business intelligence reporting tools at the highest level, and how they can be used to provide people data  Knowledge of HR and/or Payroll | Knowledge of SQL |
| Skills/Abilities | Ability to build and develop good working relationships at all levels and with external suppliers.  Excellent communication skills including ability to convey complex technical information to a range of audiences.  Ability to work in a systematic manner organising activity to meet deadlines, maintaining accurate records and able to resolve day to day conflicting priorities  A pro-active approach to work and ability to identify issues and inaccuracies quickly  Ability to review and document processes and procedures to find a technical solution  Pro-active, customer-focused, and solutions-oriented  Able to work effectively under pressure.  Able to maintain confidentiality.  Willingness to work flexibly as required. |  |
| Other | Awareness of and commitment to Equality & Diversity.  Willing to undertake training as required. |  |