

**LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE
PROFESSIONAL SUPPORT SERVICES**

HUMAN RESOURCES

HR SYSTEMS ANALYST



GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources. Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,000 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 55,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2018 Shanghai World Ranking we placed 151-200 overall, and ranked 3rd in public health, 40th in clinical medicine, and 76th in human biology. In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health and social sciences and biomedical. LSHTM ranked first in Europe for research impact in sciences, based on its proportion of publications that belong to the top 1% most frequently cited publications, in the 2018 CWT Leiden Ranking.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. (LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates).

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

JOB DESCRIPTION AND PERSON SPECIFICATION

POST: HR SYSTEMS ANALYST

DIVISION/DEPT/UNIT: HUMAN RESOURCES

RESPONSIBLE TO: HEAD OF HR OPERATIONS, RECRUITMENT & SYSTEMS

GRADE: PSP6

JOB DESCRIPTION

JOB PURPOSE

The HR Systems Analyst provides a proactive and effective service to HR colleagues and LSHTM in HR systems and production of accurate, high quality management information to aid organisation design activities, workforce planning, HR information provision and HR service delivery.

The focus of the role is to develop and maintain HR business processes and supporting system functionality to the HR / Payroll System.

Key responsibilities will include producing accurate management information data and collating, checking and submitting all mandatory returns to meet required timescales and legislative, business and user requirements.

KEY RESPONSIBILITIES

REPORTING

- Leading on HR reporting including major statutory and external returns such as HESA and UCEA staff returns Preparing large volumes of data for annual statutory returns, including the HESA Staff Return, the Medical School Council Survey of Clinical Academic Staff, HESA Estates Management return, and for internal and external audit. This will include data cleansing, reviewing, collating and uploading the data, understanding and implementing changes required, checking the information line by line and submitting the data at the prescribed intervals in a timely manner.
- Development and provision of a catalogue of simple and complex management information reports for regular use across LSHTM, updating the MI Dashboard at regular intervals.
- Ensure effective processes and procedures are in place in order to manage the provision of high quality management information and workforce analysis to enable improved decision making based on HR data.
- Present analysis of strategic data in meetings, committees and project boards as and when required.

HR SYSTEMS

- Maintain and monitor the performance of the system to ensure consistency and quality of data through:
 - Reviewing data structures and system configuration
 - Investigating problems to diagnose underlying causes and implementing solutions
 - Carrying out regular data and licence audits and supporting annual tasks requiring system changes or reporting, such as pay awards, HESA returns, UCEA staff report and pension year end reports.
- Carry out system administration activities – system maintenance, system testing, system / data checks, fault finding and resolution, managing user access.
- Provide day to day user support for the HR systems (including MyView self-service) provide system user access and be responsible for configuration management
- Provision of first line resolution for system related problems. Resolve technical problems effectively through detailed advice and guidance, communicated clearly to all users of the HR and Payroll System.
- To ensure that standard operating procedures, templates and checklists exist for all system processes and reports - fully documenting the configuration of new functionality.
- Undertake projects on identified improvements, providing systems knowledge and assistance from the planning to implementation stages.
- Ensure new systems and services are fit for purpose, deployed promptly and accurately documented, ensuring operational acceptance is reached in order to

support management systems/tools to keep up with changes in legislation, processes and procedures.

- Contribute to HR System projects such as selecting, testing and implementing software as well as the development road map of such projects.
- Act as the first point of contact for users of the system, assisting with an approachable and responsive helpdesk service, logging calls received and either resolving them as they arise or passing them on to specific team members for actions as necessary.
- Support all staff using the HR systems and offer knowledge and guidance to all team members, via documentation and knowledge transfer sessions so that team members can confidently use newly implemented systems / processes.
- Work proactively with the Head of HR Operations, Recruitment & Systems and HR Systems Officer to agree plans for the introduction of new functionality. And also with Payroll and ITS technical support team to develop and release new functionality.
- Provide training and share knowledge with the HR Systems Officer to avoid single points of failure.

GENERAL

- To provide cover for the HR Systems Officer as required during periods of absence.
- Develop positive relationships with HR systems suppliers to keep up to speed with developments.
- Undertake any other duties as delegated by the Head of HR Operations, Recruitment and Systems.
- Maintain technical expertise on the HR & Payroll system functional best practice in order to provide support and guidance.
- Remain professionally up-to-date with HR trends, legislation and best practice to identify relevant opportunities, at all times ensuring sufficient understanding of the organisation and its workforce in order to provide effective advice.
- Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality.
- Demonstrate LSHTM's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement.

PERSON SPECIFICATION

Criteria	Evidence	E/D
Education / Qualifications and Training	<ul style="list-style-type: none"> Degree or equivalent relevant experience 	E
Experience	<ul style="list-style-type: none"> Demonstrable experience of working with and HRIS e.g. configuration, reporting, supporting end users, testing updates and system security Proven diagnostic skills and system testing Significant experience of interpreting user requirements and production of complex management information reports Experience of implementing a new HRIS Experience of planning and co-ordinating system change projects Designing and performing test scenarios on new applications and co-ordinating HR system upgrades Knowledge and experience of compiling and submitting statutory returns (e.g. HESA) Experience of working in an HR environment in Higher Education 	E E E D E E E D
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> Knowledge of HR / payroll and recruitment systems and their use and development Advanced level IT (including advanced MS Excel) skills and experience of working with relational databases Substantial ability to develop and manage databases, spreadsheets and query tools. Skilled in the accurate and intelligible presentation of complex data including Microsoft Excel skills such as Vlookup, Pivot tables, If statements etc. Experience of Cognos or other Business Intelligence report writing tools Experience of preparing written reports and statistical data for a variety of audiences which includes presenting findings from data analysis or summarising the themes and conclusions of a review Excellent communication skills, written and verbal, to communicate confidently and concisely at all levels and excellent attention to detail 	E E E E E E

	<ul style="list-style-type: none"> • Ability to manage a high volume workload and prioritise competing demands and deadlines • Apply a systematic and analytical approach to problem solving • Ability to analyse, investigate and resolve complex statistical queries • Working knowledge of the requirements of GDPR legislation 	E E E E
Personal Attributes	<ul style="list-style-type: none"> • Ability to communicate effectively with staff at all levels • Initiative with a “self-starter” approach to work • A commitment to supporting LSHTM’s EDI policies and procedures • The ability to build and sustain effective professional working relationships within HR and the wider business environment 	E E E E

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

The advertisement of this role does not meet the minimum requirements set by UKVI to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.