



JOB DESCRIPTION

Job Title: HR Systems Officer	
Department /Division/Unit: Human Resources	
Faculty/Professional Service: Central Services	
Location: Keppel Street, London	
Reports to: Head of HR Operations, Recruitment & Systems	
Full-time/ Part-time: Full-time	Hours: 1.0 FTE/ 35 hours
Grade: 5	
<p>Overall purpose of the job</p> <p>The focus of this customer facing role is to provide timely and accurate data to internal stakeholders on key people metrics. The role holder will have a high-volume workload set to tight deadlines, where the expectation is that they will act as the first point of contact for HR systems guidance, training and troubleshooting.</p> <p>This role will be responsible for producing, analysing and distributing regular weekly and monthly reports as well as creating ad-hoc reports to support organisational workforce planning and statutory returns.</p> <p>This role holder will also support with data cleansing, taking responsibility of regular auditing checks to ensure data protection and compliance.</p> <p>The role holder will lead on solving ServiceDesk enquiries, maintaining HR process and procedural documentation and providing advice on complex leave calculations to high quality standards.</p>	

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing 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.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

Research

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.

Staff community

We have 3,300 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.

Partnerships

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.

Education

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 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 270,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2020 we placed 3rd in public health (1st in the UK). In the 2020 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, and third in Europe for publishing open access research.

In the US News Best Global Universities Ranking 2021, we ranked 3rd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 11th in the world for social sciences & public health, and 12th best University in the UK overall. We ranked 27th for medicine 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 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.

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.

Responsibilities

1. To work proactively with the Head of HR Operations, Recruitment & Systems and HR Systems Analyst to support the HR systems agenda and help translate this into plans to be delivered over an agreed timeframe.
2. Produce and maintain high quality written procedures and user manuals to support the operation, maintenance and training of HR systems, process and procedures, ensuring they are robust and accurate at all time.
3. Responsible for managing high volume of enquiries regarding annual leave calculations, absences, Personal Development Review (PDR) etc. Liaise with the HR Systems Analyst in instances of complex enquires, whilst ensuring SLA's are met and high level of customer service is maintained.
4. To carry out configuration changes on the HR integrated systems within agreed timescales and quality.
5. Prepare, analyse and report regular and accurate employee data, management information and statistics, e.g. headcount, FTE, sickness absence, starters and leavers, PDR completion rate etc. meeting required deadlines. Where evident, extract and highlight critical indicators of non-compliance.
6. 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.
7. Support all staff using the HR system 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.
8. To conduct audits on existing HR employee files to minimise impact and comply with GDPR, supporting good data protection practice.
9. Develop, maintain and carry out all training for system tasks related e.g. PDR, MyView annual leave module and new staff training.
10. To support the HR Systems Analyst in the testing of upgrades and new functional areas.
11. Maintain the Human Resources Intranet site, ensuring information is accurate on a weekly basis. Create engaging content (images, text, video, etc.) for the Human Resources Intranet for a variety of audiences that is consistent with brand and style guidelines.
12. To lead on archiving of leavers' files from implementation of processes and procedures up to files being transferred to Archives.
13. Assist with coordination, design and running of UATs, assuming a lead role as and when necessary.

14. To be proactive in maintaining data integrity on the systems by supporting the data verification and cleansing process of the ResourceLink system.
15. To work with the HR & Payroll teams to define consistent use of system codes and parameters.
16. To work with the HR Systems Analyst in compiling, checking and submitting annual statutory returns e.g. REF, HESA and UCEA.
17. To accurately run and distribute weekly and monthly management information reports and data cleansing reports and monitor data quality and data cleansing.
18. To build simple Cognos reports as required.
19. To provide support to users of the ResourceLink MyView system. This will involve liaising with the LSHTM's ITS teams and staff users across LSHTM as required.
20. Working with the Head of HR Operations, Recruitment and Systems, from project initiation through to implementation and evaluation, ensuring that projects deliver measurable benefits.
21. To provide cover for the HR Systems Analyst as required during periods of absence.
22. To manage own continuous professional development, internal collaborations and external networks, in order to contribute to service quality.
23. To demonstrate the LSHTM's values through your behaviour at work, including your duties and responsibilities in respect of equity and diversity, health and safety, data protection, and any other legislative requirement.
24. To undertake any other duties as requested by the Head of HR Operations, Recruitment and Systems.

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.



PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Competency	Evidence	E/D
Education, Qualifications and Training	<ul style="list-style-type: none"> Degree or equivalent relevant systems experience 	E
Experience	<ul style="list-style-type: none"> Demonstrable experience of working with data and spreadsheet manipulation Experience of working with an HR/Payroll system preferably ResourceLink Experience of working in a fast moving, results orientated environment Experience of analysing complex data and providing systems and IT support ideally in an HR support function Ability to create user documentation and training materials Experience of working in an HR environment preferably in a Higher Education environment Working in a customer focused and results orientated environment with the capability of working on own initiative 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>

	<ul style="list-style-type: none"> • Experience of creating new reports and the ability to spot errors and inconsistencies within them 	E
Knowledge	<ul style="list-style-type: none"> • Working knowledge of the requirements of GDPR legislation 	E
	<ul style="list-style-type: none"> • Intermediate IT skills and the ability to extract and analyse data from information management systems. 	E
	<ul style="list-style-type: none"> • Ability to multi-task effortlessly and with accuracy under a high demanding workload 	E
Personal Qualities	<ul style="list-style-type: none"> • Positive customer focus – demonstrating an understanding of customer needs 	E
	<ul style="list-style-type: none"> • High levels of integrity and sensitivity 	E
	<ul style="list-style-type: none"> • The ability to look continuously for opportunities for improvement and to develop these ideas within your team 	E
	<ul style="list-style-type: none"> • A commitment to supporting LSHTM’s values and EDI policies and procedure 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Nov 2022

SALARY AND CONDITIONS OF APPOINTMENT

The post is full-time and permanent. The salary will be on the Professional Services salary scale Grade 5 in the range £36,438 - £41,829 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part-time staff. In addition to this there are discretionary “Wellbeing Days”. Membership of the Pension Scheme is available.

The post is based in London at the London School of Hygiene & Tropical Medicine. LSHTM have a newly implemented Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

HR Systems Officer
2022

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk. Please quote reference PSS-HR-2022-10.

The supporting statement section should set out how your qualifications, experience and training meet **each** of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

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.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>