JOB DESCRIPTION

Job Title	People Systems & Data Manager (Maternity cover)		
Reports to	Director of People Services		
Department	People Team		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The People team enables the delivery of the School's strategic priorities through the provision of proactive advice and support to School staff (non-academic). Collaborating with our faculty experts, it also delivers leading edge projects to shape the Future of Work, building an engaged, inclusive workforce where everyone belongs and thrives.

The team is designed around three key areas: Business Partnering, Specialist People Partners and a critical Operational engine and provides a full People Service. The team work closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

Systems

- "Hands-on" system administration and configuration of the current HR & Payroll system (iTrent) and provide guidance and training as needed.
- Thorough understanding of iTrent databases, database structures and integrated HR & Payroll systems, including Business Objects.
- Development and maintenance of all systems within the People team, working with the department leaders in Talent Acquisition, Talent Development and People Services to source new systems (where needed) and enhance or expand functionality within current systems.
- Manage 'best practice' security controls for access across all People systems, working with IT on any automation or efficiencies in managing access.
- Develop and maintain People systems documentation.
- Manage and build relationships with People system suppliers to achieve cost efficiencies and ensure that service level agreements are met.
- Manage upgrades of all People systems, effectively coordinating testing and rollout across the department.
- Provide advice to colleagues and stakeholders on all system related functionality queries and issues.

Data & Reporting

- As Data Lead for the People department, ensure systems and data and related processes and functions are compliant with the School's policies, legislation and any other required regulations.
- Ensure that People data is captured in a timely, accurate and consistent manner and that integrity is maintained through regular audit reporting.
- Supporting the Data & Insights analyst in delivering improvements to reporting capability and insights of people data as well as processing complex data to identify solutions to complex issues/unique requests from across the School.
- Act as a back-up for extracting data from multiple sources within the People team and producing reports.

Automation and process improvement

- Continue the delivery of automation enhancements and configuration projects within the team.
- Identify opportunities for automation across the People team and deliver solutions using the systems available.
- Coordinate testing of solutions and collaborate with stakeholders to ensure they are effectively delivered.

Projects

- Provide expertise in all People projects with a 'systems and data' element.
- Lead on the delivery of a portfolio of projects relating to systems and data, managing stakeholders and external suppliers to ensure successful delivery within budget and to quality standards and targets.
- Work in partnership with the departments across the School including Technology and Finance departments, on cross-functional projects.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

People Management

- Accountable for people management of People Data & Insights Analyst.

Knowledge/Qualifications/Skills/Experience required

Essential:

- Experienced in system administration of iTrent particularly core HR, Workflows, Payroll and L&D modules.
- Working knowledge of Business Objects reporting tool
- Strong Excel skills.
- Good knowledge of GDPR and other legislative and 'best practices' methods of managing data and access to systems.
- Effectively lead projects and manages change.
- Experience in effectively managing external suppliers/contractors.
- Excellent communication skills with the ability to engage a variety of audiences.
- Sound working knowledge of HR and Payroll policies, regulations and legislation.
- Excellent analytical and problem-solving skills.

Desirable:

- Knowledge of iTrent modules: of Onboarding, e-Signatures & eForms.
- Knowledge of iTrent's integrated/3rd party systems, such as Document Logistix.
- Knowledge of Canvas platform, TribePad Recruitment system and PowerBI.