

JOB DESCRIPTION

Job Title	People Systems Advisor		
Reports to	Head of HRIS & Data Analytics		
Department	People Team		
Job Family	Business Services	Level	3
Contract Type	Fixed Term Contract – 9 Months		

About the School

At London Business School, we aim to profoundly influence global business practices and the impact of business on the world. Our dedicated departments work tirelessly to deliver world-class service, uphold academic excellence, and ensure our courses maintain our status as a leading business school.

With a faculty of thought leaders and dynamic learning solutions, we empower businesses and individuals through transformational learning experiences that expand professional knowledge and foster a global mindset. In addition to offering postgraduate courses for future business leaders, we provide open and customised executive courses for professionals and corporate clients, helping them identify future strategic directions for their businesses.

Rooted in London, we leverage the city's status as a financial, entrepreneurial, and cultural hub to attract a diverse array of students, faculty and staff. This creates abundant opportunities for networking with industry experts and alumni worldwide.

About the Department

Our vision is to foster a collaborative and diverse community where talented individuals can grow, realise their potential, and proudly contribute to our School's vision.

Our mission is to partner with the School to optimise our culture, organisational structure, and employee experience. This enables us to attract, select, inspire, and develop talented people and teams that deliver world-class performance.

The People Team provides a comprehensive range of services to the School, working collaboratively with colleagues to support them in achieving their business goals.

The People Team is organised into four main areas:

- People Services - Reward, Systems & Data, People Operations, Payroll
- Talent & Employee Experience - Talent Acquisition, Talent Development, Employee Experience, Diversity, Inclusion and Belonging

- Strategic Business Partnering
- Organisational Design

Job Purpose

The People Systems Advisor will manage the configuration, maintenance and enhancement of our People systems, specifically:

- iTrent – HRIS & Payroll software
- Document Logistix – document management software
- Tribepad – applicant tracking software
- Hornbill – service desk & ticketing software
- SharePoint

This role will involve working closely with various stakeholders to ensure the effective operation of our People systems, supporting system-related initiatives, and maintaining strong relationships with system suppliers.

Key Areas of Accountability

System Support

- Manage and resolve system queries and issues within SLAs, ensuring high standards of service.

System Configuration & Enhancements

- Review and implement system configuration and enhancement requests to ensure optimal performance and user satisfaction.

System Upgrades and Testing

- Lead system upgrade processes, ensuring thorough User Acceptance Testing (UAT) and minimal operational disruption.

People Team Initiatives

- Collaborate on system-related aspects of People Team initiatives, offering technical expertise as required.

Process Documentation

- Develop and update comprehensive process documentation for Business As Usual (BAU) tasks, ensuring clarity and accessibility.

Supplier Relationship Management

- Maintain supplier relationships, ensuring timely and effective communication and support.

Training and Development

- Provide training and development to colleagues and stakeholders to enhance their understanding and use of People systems.

Knowledge/Qualifications/Skills/Experience required

- Proven experience in iTrent, including trouble-shooting, configuration and enhancements across all modules.
- Familiarity with Tribepad or similar applicant tracking software.
- Knowledge of SharePoint and HR ticketing systems is advantageous.
- Solid understanding of HR processes.
- Proven ability to manage multiple tasks and priorities effectively.
- Ability to create clear and concise process documentation.
- Excellent communication skills, with the ability to explain technical issues in simple terms.
- Strong project management and organisational skills.
- Strong analytical and problem-solving abilities, with keen attention to detail.

Staff	None
Budgets	None
Date Updated	27/08/24