

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	Permanent		

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 be responsible for the configuration, maintenance, and enhancement of our People systems, specifically:

- iTrent – HRIS & Payroll software
- Document Logistix – document management software
- Tribepad / Teamtailor – applicant tracking software
- Halo – service desk & ticketing software

The role involves working proactively with a range of stakeholders to ensure the effective operation and continuous improvement of our People systems. You will support system-related initiatives, contribute to process enhancements, and maintain strong relationships with system suppliers.

Key Areas of Accountability

System Support

- Provide expert support for data-related queries, issues, and requests from the People Team and wider School.
- Raise and manage system-related supplier support calls, ensuring timely resolution and escalation where necessary.

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 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 tasks, ensuring clarity and accessibility.

Stakeholder & Supplier Relationship Management

- Build strong relationships across all levels of stakeholders.
- 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 , improving system literacy and adoption.

Knowledge/Qualifications/Skills/Experience required

- In-depth knowledge and practical experience in iTrent, including troubleshooting, configuration, and enhancements across all modules.
- Experience with applicant tracking software (e.g., Tribepad, Teamtailor), including administration and configuration.
- Experience with configuration of service desk/ticketing platforms (e.g., Halo, ServiceNow) is advantageous.
- Experience supporting or leading HR system implementation or upgrade projects, including planning, testing, and post-go-live support.
- Awareness of data security best practices and GDPR compliance when handling employee data.
- Solid understanding of HR processes and payroll operations.
- Ability to create clear and concise process documentation.
- Ability to provide expert support and training on systems to a range of stakeholders, helping to build system confidence and literacy across teams.
- Excellent written and verbal communication skills, with the ability to convey complex technical concepts clearly to both technical and non-technical audiences.
- Proven ability to build collaborative relationships.
- Strong organisational, project management, and analytical skills, with keen attention to detail and a proactive, solution-focused approach to problem-solving.
- Proven ability to manage multiple tasks and priorities effectively.

Staff	None
Budgets	None
Date Updated	19/12/25