

JOB DESCRIPTION

Job Title	People Information Systems Manager		
Reports to	Head of People Operations		
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

Our Vision is to shape a collaborative and diverse community, where talented people grow and realise their potential and deliver our School's vision with pride.

Our Mission is to partner the School to optimize our culture, the way we organize ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Department provides a comprehensive range of People Services to professional services departments and comprises three main areas: Business Partnering, Centres of Expertise (Resourcing, Talent & Development, Reward & Benefits, and Inclusion & Diversity) and People Operations.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

- As the department systems expert, works with Head of People Services and People Leadership team to agree an integrated People IS Infrastructure strategy and development priorities. Works with the IT team to build a Roadmap for future development that enables the People Strategy and enhances Team effectiveness.
- Develops and maintains workflow solutions, continually looking for ways to improve processes.
- Work with IT and Finance colleagues, building relationships and ensuring data is transferred and shared across the firm efficiently through future integrations and accurate reporting.
- First point of contact for all People system queries from end users, super users and members of the People Team, co-ordinating and planning all changes.
- Support super users with on-going training, producing user guides, and ensure they are kept informed of developments or issues.
- Ensure that People data is captured timely, accurately, and consistently and that integrity is maintained through regular audit reporting.
- Develop and maintain effective and comprehensive People systems documentation.
- Oversee the development and delivery of regular automated reports to the business partners, assisting or providing guidance with writing reports where necessary and contributing to report design using Business Objects and/or Excel.
- Respond to data-related requests for reporting, audit, national statistics etc. in an accurate and timely manner.
- Assist teams to manage annual processes, such as appraisals, diversity submissions and gender pay gap statistics by providing accurate reports, responding to requests for information quickly and providing system support for online processes.
- Assist the People Team with salary reviews. Participates in submission of all salary data for benchmark comparison purposes and prepare data for analysis and cost modelling to support reward projects.
- Act as an escalation point for systems issues, working to resolve issues in a timely and proactive manner.
- Project manage all people system developments, updates and upgrades across the department ensuring changes are thoroughly tested and communicated. Fully utilise the capabilities of the systems by looking at additional functionality whilst improving the use of existing functionality and managing the change associated with this, including communications associated with any major upgrade.
- Manage and build relationships with People IS system supplier, account manager and customer success manager to achieve cost efficiencies and ensure that service level agreements are met.

- Supports the RFO team in their use of itrent.
- Trains the People Team in effective use of all People Systems.
- Maintain confidentiality of data and departmental security at all times. This includes data such as absence, turnover, grades and salary/bonus figures.
- Ensure the School maintains its compliance with relevant legislation, including the General Data Protection Regulation.
- Assist with additional data intensive projects on an *ad hoc* basis.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for People Systems & Data, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with People Team and RFO to understand department goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and support production of reports for use by management.
- Participate with People Analyst to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for People Systems & Data usage, and support monitoring, to ensure compliance across the School.

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

- Partner, and build strong relationships with relevant areas to ensure good understanding of their goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- Monitor systems specific budget, ensuring effective use of financial resources within budget. Flag any issues to Head of Operations.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Resources including team management
none

Staff	none
Budgets	tbc
Date Updated	7th November 2019