Job Description and Person Specification

Job Title	Workforce Information & Systems Officer
Directorate	Corporate Affairs
Department/Team	Human Resources (HR)
Location	Wellington House, London
Grade	Band 5 / 4.3
Reports to	Workforce Insight Lead
Contractual notes	

Job Summary/Purpose
NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future. NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams. This position will play a key role in supporting all aspects of HR information and providing administrative support on the core HR system – Electronic Staff Record (ESR) and other internal databases. The post holder will be involved in on-going data cleansing and projects to enhance system functionality, to ensure the accurate and timely production of ad-hoc, weekly, monthly and quarterly data. The Workforce Information & Systems Officer will also help develop, implement and maintain systems to ensure the efficient and effective collection of all relevant workforce-related information.

Key Accountabilities

End User Support

- Support training and induction of new and existing staff in using ESR and other relevant databases.
- Assist with producing training and guidance documents.
- Respond to questions where possible and ensure the end user is confident they know how to proceed.
- Working with the Workforce Insight Lead, produce regular HR Systems briefings and related communications material – circulating this to HR colleagues and line managers appropriately.

Workforce Information and Systems

- Act as a point of reference for HR colleagues and managers relating to the production, circulation, use and interpretation of workforce information reporting within the ESR.
- Where necessary agree ad-hoc reporting requirements, create such reports and share them for use for other HR colleagues and managers.
- Develop an understanding of the NHSI workforce and its business environment to support effective management of the business.
- Identify issues, trends and patterns within the workforce data that should be drawn to the attention of HR colleagues and managers across the business.
- Collate and present standard and ad hoc reporting requirements in a timely manner to support management, audit and other review activity as necessary.
- Assist with delivering and continually improving regular and ad hoc reports e.g. dashboards, operational reports and submissions for Department of Health.
- Safeguard staff information by ensuring total compliance with legislation (e.g. ONS, DSA, FOIA and Data Protection) and upholding internal data governance procedures.
- Ensure routine housekeeping takes place of all HR systems.

Data Quality and Cleansing

- Investigate and review the quality of data kept within all HR systems.
- Identify areas where gaps and inconsistencies within workforce data present risks or prevent effective working or other benefits realisation.
- Scope and plan the work required to address data quality issues, working with HR practitioners as necessary. Coordinate action to address data quality issues, monitoring and reporting on progress to senior colleagues.

Project Support

- Support the Workforce Insight Lead to plan, deliver, monitor and report on projects related to systems deployment, data quality and monitoring.
- Assist in the production and circulation of project documents and

communications.
- Assist with the development and maintenance databases required by the job.

Meetings with Stakeholders
- Where necessary, prepare and deliver presentations for managers and staff across the organisation in support of user support and familiarisation, best practice systems use, data quality initiatives, benefits realisation and other HR projects.

Planning and Organisation
- Organise and prioritise own workload, managing time effectively and efficiently in order to meet objectives.
- Deliver against agreed objectives, achieving quality outcomes.
- Plans work to deliver recurring reports and analysis and ad hoc, requests, sometimes at very short notice, e.g. FOI requests.
- Escalate any issues that may affect the meeting of key goals or reaching satisfactory solutions to the appropriate person.
- Organise meetings or events and assist in the diary management requirements, where necessary.

People and Communication
- Enable HR and staff members to fully utilise system capabilities as well as correctly handle HR information through training and cultivating knowledge transfer mechanisms.
- Where necessary, clearly present technical information to different stakeholders, whether written or numerical, in an appropriate and compelling format.
- Where appropriate take messages from clients and customers and ensure accurate records are taken for action – undertaking any necessary follow up action in order to fully support the team.

Role Dimensions
Key Relationships (External)
- ESR, Business Services Authority (BSA)   - Department of Health, NHS England, other Arm's Length Bodies
Key Relationships (Internal)
- HR and OD team members   - Finance, facilities management, Information Services, internal communications teams

Numbers and types of staff managed N/A	
Budget Managed N/A	

Person specification	Essential	Desirable
Qualifications	• Educated to degree level • CIPD qualification or equivalent level of experience	
Experience & Knowledge	• Extensive experience of HR systems and data analysis, working in a HR systems team • Experience of planning and executing HR data • Experience of producing deliverables by working across teams and functions, with a high level of numeracy •	
Skills, Abilities and Attributes	• Ability to adapt and operate self-sufficiently during high levels of change and uncertainty. • Able to quickly comprehend and work with different systems/reporting programs. • Advanced Excel skills with the ability to consolidate and manipulate large data sets e.g. by using nested formulae, pivot tables/charts and basic macros. • Ability to explain intricate concepts, data models and mathematical/technical operations to non-technical stakeholders. • Good understanding of HR policies, practices and procedures. • Basic understanding of financial forecasting/management terms.	

	• Strong delivery focus with the ability to plan their own work to meet tight deadlines and think analytically to arrive at pragmatic solutions. • A role model for NHSI's values by being ambitious for patients, evidence-based, professional and open, and passionate about working together with others successfully.	
Other	• Able to work flexibly to meet the needs of the service and ensure a focussed response. • Able to undertake the demands of the post with reasonable adjustments if required.	