Walsall Council

JOB TITLE:	HR Systems Improvement Manager		
GRADE: JOB CODE:	G11	SERVICE AREA:	HR/OD (Strategic Leadership & Governance)
REPORTS TO:	Head of HR (Strategic HRM)	LOCATION:	
SPECIAL CONDITIONS:	This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The postholder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- Reporting into the Head of HR (Strategic Leadership & Governance), this critical role will work with colleagues across HR and other relevant functions, to provide a fit for purpose Human Capital Management (HCM) system, building on the recent introduction of the Council's new ERP system (Oracle Cloud) One Source.

- Responsible for system administration, support, maintenance and continuous improvement. Championing One Source across the organisation, and further developing the offer by redesigning functionality, practices and processes to improve user/customer experience.

- The role will support the direction HR is taking, to ensure alignment, clarity and customer focused service delivery, with an emphasis on improving and promoting self-serve system functionality and technological service solutions/improvements.

3. Role specific duties and accountabilities:

- Accountable for reviewing system upgrades and identifying changes in system functionality, implications, risks and any implementation decisions. Working with HR and other services to support business decision making regarding functionality and process changes.
- Explore and identify benefits to services of Oracle system upgrades, influence adoption and lead on implementation, including responsibility for overseeing the delivery of upgrade test plans and associated support and training to colleagues.
- With the support of the Head of HR (Strategic Leadership & Governance) and working closely with the Head of HR Advice & Operations and Head of OD gather clear and concise HR system redesign requirements.
- Become the principal liaison point between the application owner, external 3rd party support agents, internal One Source helpdesk and HR colleagues, responsible for supporting specification of functionality, system report extrapolation, raising helpdesk queries/report requests and identifying system errors/issues.
- Involvement in projects at all levels from discovery sessions and gathering requirements, through to documenting these, designing and implementing functionality / new processes and ways of working, overseeing testing and monitoring these.
- Work with senior managers and directors to identify new areas of efficiently and improved ways of working to enhance the transformational change and progress the Council's Continuous Improvement Plan.
- To contribute to strategic decision making in relevant forums including the One Source Continuous Improvement Board and ensure objectives are met.
- Responsible for updating employee self-serve training guides/manuals following system upgrades and functionality changes, including any necessary staff training.
- Provide support and guidance to system users and troubleshoot application issues.
- Ensure Oracle system updates and upgrades are functioning as intended and any customisations are maintained.
- Proactively analyse and identify repeat issues and provide solutions.
- Work with internal teams and external organisations to gather and engineer solutions.
- Liaise with the One Source Support Team to ensure that all HCM users have appropriate access relevant to their role and access is reviewed on a regular basis.
- Provide guidance on how best to extract data and run reports using OTBI/SmartView including supporting service areas to self-serve reports where relevant.
- To represent the organisation at relevant forums and maintain functional knowledge of the system.
- Ensure deadlines, outcomes and deliverables are effectively managed, prioritised and met
- Continually look at ways of improving the service and ensure process developments and efficiencies are implemented.
- Interpret complex data issues and communicate this via reports and recommendations for business process improvements and change adoption to senior managers.
- Take ownership of change requests from customers from the initial request.

- Lead on audit matters both with auditors internally and externally.
- Prepare 'to be' project plans using workshops and other engagement strategies, ensuring the organisation is aware of any limitations due to resource, cost, or the various system abilities.

- Gain buy-in and seeking approval, from senior stakeholders, regarding delivery of any recommendations.
- Develop HR systems and process that allow managers and staff to self-serve where appropriate.
- To liaise with the One Source helpdesk where required to request HR data / information reports.
- Manage relationships with key stakeholders to ensure business requirements are effectively captured and stakeholders are committed to project objectives, delivering engagement session and workshops as relevant.
- Support the development of BOT technology to deflect simple requests and queries immediately away from the HR teams, giving employees responses more quickly and effectively, whilst ensuring there is no impact on the customer experience.
- Lead on monitoring risks that could impact the system or service and resolve or escalate any identified risks and issues as appropriate.
- Ensuring that impacts and changes resulting from HCM redesign are effectively communicated to the business.
- To work with 3rd party partners to improve system strategy, procedures and processes
- To monitor the systems landscape and marketplace for possible ideas for improvements
- To work innovatively and solve problems to enhance continuous improvement contributing to improved HR and payroll services.
- Lead on challenging whether we are doing things in the best possible way in the HCM systems space
- To contribute to the effective training, understanding, and development of all staff within HR of HCM and more widely of self service across the organisation.

The content of this Job Description and Employee Specification will be reviewed on a regular basis.

Walsall Council

JOB TITLE HR Systems Improvement Manager	GRADE G11	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	**WEIGHT CODE** shows relative importance Low=1 Medium=2 High=3
Behaviours: *refer to corporate behaviours document*		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	3
Abilities/Skills:		
Skilled negotiator	A	3
Strong collaborator and champion of HR Services across the Council.	A	3
Ability to act and think at a strategic level taking account of service/operational needs	A/I	3
Articulate and able to communicate effectively at all levels, both orally and in writing, including presentation skills	A/I	3
Politically astute and able to operate successfully in a complex political environment	A/I	3
Creative and able to develop innovative solutions to new and ongoing issues	A/I	3
Proven problem solving, interpretative and analytical skills	I	3

Advanced ICT skills and competent in the full suite of Microsoft applications	I	3
Advanced Oracle ERP systems knowledge and skills	A/I	3
Knowledge/Experience:		
Evidence of continuous professional development	A	3
A relevant professional background and experience in a large complex organisation and proven credibility in the field	A/I	3
Substantial experience in HR/ERP systems specifically Oracle	A/I	3
Experience of working in a complex political environment, ideally the public sector or ability to demonstrate understanding of and a motivation for public sector procedures and values	A	2
Experience of managing a complex workload and conflicting demands	A/I	3
Experience of negotiating resources	A	2
Thorough understanding of the challenges facing the public sector and Walsall MBC in particular, coupled with financial and commercial awareness	I	3
Demonstrates ability to respond positively to changes in work allocation at short notice, working under pressure and own initiative	A/I	3
Detailed knowledge of Local Government policies, processes and practices and conditions of service	A/I	3
Qualification:		
Educated to degree level or equivalent senior level experience	A	
Relevant professional qualification or equivalent experience to demonstrate strong knowledge and understanding of professional field including generic HR systems and processes, transactional processes, recruitment and payroll processes customer services	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:		**Date:**