



THE ROYAL BRITISH LEGION

Job Title	HR Systems Manager
DBS Level	N/A
Reporting To	Assistant Director, HR
Responsible For	3 x HR Systems and Information Officers

Role Purpose:

To lead an effective HR systems support service, taking responsibility for the development and management of the Legion's suite of HR and Payroll systems, ensuring that systems are used to their maximum potential to support business needs.

Key Responsibilities:

- To take a lead role in the specification, procurement, implementation, development and review of appropriate HR and Payroll systems (currently iTrent, Document Logistix, Business Objects and the GBG Online DBS system).
- Oversee and promote the development of HR and Payroll systems, ensuring that they are used across the organisation to their maximum potential and that system users are involved in their development.
- To act as HR Systems Lead on cross organisational projects to improve the quality of the Legion's data, the integration between systems and the efficiency of associated business processes.
- Be the key point of contact with external HR system providers and work closely with colleagues in IT and Procurement to ensure that contracts are managed effectively and that suppliers are held to account in line with agreed SLAs.
- To lead an effective HR Systems team, developing work plans, setting objectives and targets and ensuring that a good level of customer service is provided to HR System users.
- To ensure that HR systems are configured to meet the Legion's needs and in compliance with all regulatory requirements, particularly those related to HMRC and GDPR.
- To be responsible for the development and maintenance of HR system security, including implementation and maintenance of the organisational and authorisations hierarchy and appropriate access restrictions.
- To provide accurate, timely and user-friendly reports to HR, Payroll, people managers, external regulatory bodies and other system users using Business Objects, in line with agreed requirements.



- To ensure effective and efficient integration between HR/Payroll systems and other relevant Legion systems.
- To take the lead on projects designed to develop and enhance the Legion's HR and related systems, ensuring that such projects are properly scoped, resourced, managed and delivered on time and on budget.
- To ensure that system documentation is accurate and complete for all systems in the HR Systems Team's area of responsibility.
- To ensure that user guides and training materials are complete, accurate, accessible and meet the needs of system users. To develop and maintain appropriate training mechanisms for users, including written guides, on-line and face to face training.
- As the in-house expert on HR/Payroll systems, to act as mentor to HR and HR Systems staff on the use of iTrent, Business Objects and other HR systems. Through user groups, to liaise with other HR and Payroll IT system users on best practice usage within and outside of the Charity Sector and influence software development with the provider.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018.
- It is clear that due to the nature of the work of the Legion, the post holder may have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised personnel.
- To implement the Equal Opportunities Policy into your daily activities. Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. All employees are required to work in accordance with the Equality Act (2010).



PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Relevant Degree or equivalent	D	Assessment/Interview
Systems/Database Qualification (or relevant experience, ideally using iTrent)	E	
KNOWLEDGE & EXPERIENCE		
Relevant experience in an HR systems management role in a large and complex organisation with direct responsibility for maintaining and developing HR and Payroll systems	E	Application/ Interview
Thorough knowledge of HR Systems (preferably iTrent) and intermediate to advanced user of Business Objects, with the ability to create reports from scratch	E	
Experience of managing multiple relational databases and their interfaces	E	
Experience in the development of internal service level agreements / standards	E	
Experience of managing and developing staff	E	
Demonstrable, successful project management experience	E	
A good working knowledge of Payroll, other relevant employment and data protection legislation and related processes	E	
Experience of managing system supplier contracts	E	
SHARED VALUES AND BEHAVIOURS		
<p>Service We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p>Collaboration We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p> <p>Passion We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>



<p>Excellence We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p>Valuing our People We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		Interview Interview
SKILLS & ATTRIBUTES		
<p>Strong IT skills – competent user of MS Office, with a high level of proficiency in Excel and HR and Payroll systems, preferably iTrent</p> <p>Accurate, detailed documentation and reporting skills</p> <p>Excellent communication skills, including the ability to explain technical procedures to a non-technical audience</p>		Interview/Assessment/ Application