

<b>Job Title:</b>	HR Services & Systems Manager	<b>Date Completed:</b>	03-Dec-21
<b>Department:</b>	HR	<b>Band:</b>	D

**Job Purpose:**

Working in a hybrid approach and based out of our London office 3 days a week, this standalone role is accountable for leading and delivering across a number key HR Service delivery areas, including being the owner and driver for HR systems across multiple platforms as well as leading, planning and in conjunction with the wider HR team, delivering the annual HR cycle of activities. This role is also key in owning the provision of benefits to the organisation, managing vendor relationships, supporting the HR technology roadmap and policy management.

This role will support the wider HR team with the HR and employee lifecycle and with a focus on using our systems and data to lead with an insights-lead approach that enables and empowers the whole HR function.

**Key accountabilities**

<p><b>Principal Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Own and lead on all HR Annual processes, bringing a strong sense of planning and organisation to the annual cycle of HR activities, leveraging and in collaboration with the wider HR team, delivering the activities to the business</li> <li>• A key part of our annual cycle management will be leading the work on pay and bonus reviews. This will be delivered in a highly collaborative manner, with the Executive HRD, Head of HR, Partners and CoE's.</li> <li>• Owner for the HRIS platform, including core IS and peripheral modules and all associated systems, maintaining and developing the platform and associated technology products. With an external mindset, ensure systems are managed, maintained and used in line with best practice, including our approach of employee self-service</li> <li>• Leverage the data from our IS platforms to create insights and understanding of how the HR function can support the wider organisation proactively. Critically, this role would work highly collaboratively with the wider HR team to help the whole function use insights to inform actions</li> <li>• In partnership with the Head of HR, ensure our technology roadmap is developed and we are implementing new technology into LifeArc that drives our purpose and a great employee experience</li> <li>• Own reward data. This role will ensure we have and maintain appropriate reward data and this is then utilised to make good reward-based decisions.</li> <li>• Manage communications and drive the use of our suite of benefits, working with internal and external communications partners to deliver an engaging experience for employees that continues to drive take-up and use of LifeArc leading benefits offering</li> <li>• Oversee pensions, managed with our external management company</li> <li>• Manage vendors and external partners</li> <li>• Own and manage the benefits offering of LifeArc, while also being proactive in ensuring we remain competitive and leading with the offering to our employees. This includes managing relationships with external partners and providers</li> <li>• Management and production of reports and analytics to HR and managers to drive change, good decision making and actions.</li> <li>• In conjunction with the HR Team, deal with escalated queries across employee lifecycle</li> <li>• Independently and collaboratively solve non-routine and complex problems and develop solutions for own work area</li> <li>• Participate in projects activity within area of expertise or participate in HR or company projects as required</li> <li>• Manage competing priorities with limited oversight of line manager.</li> <li>• Collaboratively work and interact with colleagues in all areas of LifeArc</li> <li>• Pro-actively drive improvements in HR operations, including recommending changes to procedures and processes in HR Ops and make sure risks and governance is adhered to</li> <li>• Support with other general HR activities, such as budget management, Purchase processing, Visa applications, etc</li> <li>• Drive efficiency gains and improvements, proactively resolving and highlighting issues and risks to HR Operations delivery</li> </ul>
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<p><b>Person Specification</b></p>
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<p>Experience and skills:</p>	<ul style="list-style-type: none"> <li>• Experienced manager and operator of HR systems, able to work with minimal supervision, with confidence and a strong attention to detail</li> <li>• An experienced super-administrator of HRIS platforms, able to maintain, develop and progress multiple platforms and supporting other users</li> <li>• Strongly developed ability to use and leverage data, creating insights and actions</li> <li>• Planned and organised, managing annual cycles for a number of processes</li> <li>• Managed communication across the organisation</li> <li>• Knowledge of Reward practices, including benchmarking, using pay-data and pay bands</li> <li>• Knowledge of system best-practice, in operation and execution</li> <li>• Demonstrate and maintain knowledge and expertise in their own field.</li> <li>• Ability to prioritise a breadth of work, while meeting critical deadlines.</li> <li>• Focused, have a can-do approach and prepared to go above and beyond.</li> <li>• Be a team player with the ability and confidence to work independently.</li> <li>• Experience of maintaining policies and procedures</li> <li>• Undertake complicated tasks made up of several elements that require planning and judgement.</li> <li>• Experienced in seeking opportunities to find efficiencies and streamline HR processes.</li> <li>• A strong communicator and confident with working with stakeholders at all levels across the organisation.</li> <li>• Demonstrate good level of IT literacy with strong knowledge of Word and Excel.</li> <li>• Experience of SharePoint would be advantageous</li> <li>• A well-rounded set of HR operational experiences and skills</li> </ul>
<p>Qualifications:</p>	<ul style="list-style-type: none"> <li>• An appropriate level CIPD qualification</li> </ul>