Job Title: Senior Systems and Information Officer
Grade: 7
Salary: £39,906 to £46,049 per annum, pro-rata if part-time
Department: Human Resources
Hours/Contract: Full-time or job share, permanent
Job Family: Management and Administration
Reference: 13171

Role Purpose

This role focuses on maintaining and improving data quality through ongoing monitoring, analysis, and reporting. It involves interpreting data to provide insights, producing tailored management information, and supporting colleagues as an SAP HR super user. The post ensures accurate statutory and sector returns, and drives efficiency by enhancing processes and system functionality. It also includes providing some training, presentations, and maintaining and updating HR web content on the staff intranet.

Main Duties and Responsibilities

1. Proactively improve data quality via monitoring, analysis and quality assurance processes:

    (a) rigorous data cleansing, root-cause investigations and targeted interventions to ensure that the data held on SAP HR and other sources is fit for purpose and of a high quality, making it suitable for use within statutory/sector returns, internal reporting and other purposes. This will include making recommendations on where changes should be focused in order to maximise the return on resource investment.
    (b) use a full understanding of specialist area of knowledge, and a diagnostic approach, to drive forward improvements in data quality and deliver a benefit to organisational performance measures and decision making.

2. Generate management information to meet bespoke customer requirements:

    (a) maintain a series of multi-faceted scheduled reports for customers, including additional manipulation and analysis in the Office 365 suite (to an advanced level).
    (b) understand the context within which the data originates, and what is technically possible, to utilise in-depth knowledge to extract information from SAP in response to ad-hoc customer requests, the majority of which will require an individual design approach.
    (c) create datasets for equity, diversity and inclusion charter mark submissions, such as Athena Swan and Race Equality.
    (d) maintain and improve a series of MI 'dashboards'.
    (e) carry out detailed quantitative and qualitative analysis on complex outputs, and make/implement recommendations, including quality assurance checks for areas such as legal compliance and good practice.

3. Support colleagues with non-routine, complex queries as an SAP 'super user' in order to maximise service quality, efficiency and continuity:

    (a) provide specialist advice and guidance to a wide range of stakeholders across the University in the correct operational use of the SAP HR system and any associated operational governance.
    (b) respond and resolve enquiries and problems independently.

(c) act as an 'interface' between end users and other services, such as Payroll and/or Digital Services, on complicated SAP issues.

4. Develop and deliver training for colleagues involved in SAP data entry:

(a) work with key data input teams to review systems, processes and procedures which impact on data quality, make recommendations to automate and improve these, and work with staff across the Division to implement revised approaches that will deliver benefits and efficiencies.

(b) actively contribute to the development, documentation and provision of relevant policy guidance, training and advice to key data input staff, explaining requirements and implications of data errors and improving institutional understanding of data needs and the onward uses of the data (including the impact on external reputation and brand).

5. Using in-depth knowledge and experience of relevant legislation and internal/ external policies, ensure the timely and accurate delivery of statutory and sector returns/requests, including Freedom of Information, Data Subject Access and Data Subject Erasure, etc:

(a) prepare data from SAP HR (and other sources, where necessary) in order to ensure the timely and accurate production of returns and surveys.

(b) ensure that the data held on staff records meets the requirements of any published governance/regulations.

(c) maintain an understanding of the key fields used within returns to ensure that data quality is targeted and relevant.

(d) take a lead role in co-ordinating staffing data to form the basis of formal responses to Freedom of Information/Data Subject Access/Data Erasure requests.

6. Identify and progress functionality/process enhancements that will remove manual effort and duplication, and improve internal efficiency:

(a) support testing of systems and processes to ensure that any proposed changes meet the data quality needs of customers/agencies.

(b) develop a detailed understanding of the business processes across the wider University and make recommendations for improvement.

(c) seek out and implement innovative technical solutions for business needs.

7. Working in partnership with colleagues across the HR Division, manage updates to the HR web content on the staff intranet platform.

The post-holder will also be required to deputise for the HR Business Support Team Manager, and may also be required to undertake other duties or work on projects from time to time, as the needs of the wider team and Division determine.

Internal and External Relationships

• Contribute to internal section meetings, in which overall priorities will be set for the team.
• Liaise with colleagues across the University, particularly throughout HR (and other areas where staff are undertaking data entry). Regular liaison will also be required with Payroll, Finance, Information Assurance Services and the Division of Digital Services. Occasional interaction is needed with colleagues in the Division of Strategy & Planning, together with various college/departmental

- representatives, including senior colleagues such as the Directors of Operations, and other members of local leadership teams.
- Contact can also be needed with external agencies including, but not limited to, HESA, ONS, and UCEA.

Planning and Organising

- Whilst guidance and support is available from the post-holder's line manager, the post-holder will be expected to organise and prioritise their own workload in line with divisional and organisational objectives, and to work autonomously using their own expertise and judgement.
- Horizons can be up to and in excess of twelve months and, whilst some activities are cyclical in nature, the post-holder will need to regularly and independently reprioritise, assess and react to a constantly changing workload as new issues arise along-side the planned improvement portfolio and delivering 'business as usual'.

Qualifications, Knowledge and Experience

Essential

- Evidence of relevant work experience (across areas such as data management, business intelligence, HR, technology and/or business administration)*
- Experience of working with large volumes of data, or within records management*
- Evidence of providing data insights to inform business decision making
- Significant digital application experience, including setting-up and manipulating large spreadsheets*
- Experience of delivering high levels of customer service, and working with stakeholders to improve systems and processes*
- Experience of identifying and implementing innovative solutions to operational problems

Desirable

- Educated to first degree level (or a vocational equivalent)*
- Working experience within a Higher Education setting*
- Experience of using SAP HR, particularly SAP Query*
- Experience of delivering projects or large-scale operational process changes
- An understanding of data protection legislation*
- Awareness of, or involvement in, statutory and/or HE sector returns/surveys*
- Qualification in a numerate/data/statistical discipline
- Knowledge of employee lifecycle administration and associated business processes

Skills, Abilities and Competencies

Essential

- Familiarity with Microsoft Office 365, with particular proficiency in Excel, and SharePoint
- Excellent numerical skills
- Ability to deliver to tight deadlines, and manage competing priorities
- High level of attention to detail
- Strong team ethic
- Solution focused

- Ability to manage customer relationship
- The ability to organise one's own workload, and the capacity to progress a range of tasks
- Initiative and judgment to resolve multiple problems independently
- Effective verbal and written communication skills across a diverse audience
- Ability to operate within the context of a high degree of confidentiality

Desirable

- Report writing, presentation, and/or analytical skills
- Familiarity with other Microsoft packages (eg Visio) and/or other applications (eg Tableau)
- Ability to innovate and create new solutions to business challenges

*Criteria to be used in shortlisting candidates for interview

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits

everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.