

Job description

Job title

Workforce Systems Assistant

Hours

20 hours per week

Contract

Permanent over 52 weeks

Role profile and grade

AS40A, Grade 2

Salary

£29,108 - £32,295 with biennial incremental progression (every two years)
(Prorated to £15,524 - £17,224)

Location

This role will be a hybrid role, involving both home working and Together Trust Centre, Schools Hill, Cheadle, Cheshire, SK8 1JE

Reports to

Senior Workforce Information Analyst

Job purpose

To provide systems administration, helpdesk support and business information to the workforce systems and analytics team within the People, Culture & Digital function.

Workforce systems maintenance and configuration

- Update and maintain accurate people data and staffing structures on our digital workforce systems, including setting up user accounts.
- Support appropriate user acceptance testing and system upgrades.
- Undertake, and lead where assigned, a variety of workforce systems administration functions including audit, workflow configuration, and housekeeping activity.

Colleague support

- Support users through a workforce systems helpdesk, resolving routine and complex enquiries where appropriate or making

judgements on the most relevant referral / escalation point.

- Develop a wide range of knowledge around workforce systems to perform the role of a system super user.

Reporting

- Provide support in relation to workforce data and reporting, including KPIs and management information.
- Use a wide range of statistical software and Microsoft Office tools (including but not restricted to MS Excel, PowerPoint, Teams, and SharePoint) to assist in the presentation of workforce information (including use of formulas, Pivot Tables, and SharePoint pages).
- Maintain operational reports and management information.

Relationship Building and Communication

- Assist with internal communication and colleague engagement around changes to processes, upgrades, people data and workforce system administration.
- Maintain high quality consistent training materials, guidance, user documentation and business process documentation.

Other responsibilities

- Undertake other administrative tasks when required.
- Support the Workforce Systems & Analytics Team in general planning and workforce development activities.
- Undertake any additional ad hoc tasks as assigned by senior colleagues, commensurate with the level of the role.
- Actively engage with the Together Trust's vision, mission, and values
- Commit to promoting equality, diversity, and inclusion.
- Embrace and champion the core values of the Together Trust.

Additional information

- This is not an exhaustive list of duties and responsibilities and in discussion with the manager the postholder may be required to undertake other duties which fall within the grading of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post-holder.
- The post holder is required to comply with Trust Policies, Procedures and Standards at all times.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Educations, qualifications and training	<p>Educated to GCSE level or equivalent, Maths and English at C and above</p> <p>Level 3 qualification in data literacy / ICT / computing or equivalent</p>	<p>Evidence of continuing personal development.</p>
Experience and skills	<p>Proven effective communication and interpersonal skills, including the ability to support others and compose standard emails.</p> <p>Experience with Help desk support software</p> <p>Experience of inputting and manipulating data into online systems</p> <p>Good, accurate administration skills, including word processing, data entry / data retrieval, and housekeeping checks</p> <p>Good working knowledge and proven proficiency in using key software including Microsoft Word, Outlook, Excel, and PowerPoint.</p> <p>Competence in the use of web-based applications.</p> <p>Planning, time management, and organisational skills.</p> <p>Ability to work independently and on own initiative.</p>	<p>Experience of administering HR systems</p>

	<p>Ability to work efficiently to deadlines.</p> <p>Proven experience of working effectively as part of a team.</p> <p>Experience in creating training materials</p>	<p>Experience in creating training materials to support the use of HR systems.</p>
<p>Knowledge and understanding</p>	<p>Understanding of how to deal with customers to required standards of service.</p> <p>Understanding of HR procedures</p> <p>Understanding how to support customers to ensure their needs are met</p> <p>Understanding of confidentiality, data protection, and system security.</p>	
<p>Other</p>	<p>Patient, self-disciplined and motivated to deliver high quality service</p> <p>Flexible approach to work</p> <p>Positive attitude to work.</p> <p>A commitment to Together Trust values.</p>	

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

