

# Role Profile

<b>Role Title</b>	Systems and Insights Lead		
<b>Business group</b>	HR		
<b>Job Purpose</b>	To lead and manage the systems and insights team to ensure a robust service is provided to the wider HR team and business. Ensuring that all HR related systems meet the needs of the business, are compliant with statutory requirements and are easy to use. Provide clear and reliable data insights based on our people analytics. Lead the digital automation programme for HR.		
<b>Org Chart</b>			
<b>Date Updated</b>	22/06/23	<b>Grade</b>	C5

## KEY ACCOUNTABILITIES

- Led and Managing the Systems and Insights Team and the service they deliver. This includes managing the Insight Team resources to deliver monthly MI products, and developing bespoke Insight products.
- Manage the HR Systems, some in partnership with the FCDO, to ensure that FCDO Services HR requirements are met and that HR data is available in a timely manner
- Lead the digital transformation of HR services working closing with the HR SLT
- Undertake the role of Product Owner for all HR modules within the HERA oracle cloud based system
- Understand the requirements of our business leaders to drive changes and improvements to people utilisation/experience and the implications of this within the context of the wider business and the translation of these into insight requirements
- Identifying the correct qualitative and quantitative data and information sources that will underpin the required insights and ensuring these are utilised fully
- Analysing and evaluating data and information and interpreting the results to arrive at accurate and innovative insights that drive change and improvements to people and organisational performance
- Oversee all testing of all new modules and upgrades prior to go live to ensure smooth transitions

- Managing relationships with the wider HR team and business leaders to ensure their questions have been answered, that trust is built and that they understand the value of insights
- Working closely with the system user community to identify areas of improvement, recommend changes, and implement functional solutions for existing systems
- Advising, coaching and mentoring to build capability within the team
- Identifying and resolving risks and issues with the HR systems in place
- Taking a leading role in scoping and planning new data or system change requests to ensure customer requirements are met and add value to the business
- Represent FCDO Services at cross government forums and working parties

## KNOWLEDGE & KEY SKILLS

### *Essential:*

- Experience of working with Systems & MI in an HR environment at a senior level
- Experience of managing and developing HR systems and data insights
- Highly developed analytical skills and a drive to use data to demonstrate insight- ideally with a focus on Excel and PowerBi
- Relationship building, influencing, partnering and collaboration
- Strong written and verbal skills
- Continuous development
- Management and Leadership

### *Desirable:*

- Experience of Oracle HR systems
- CIPD Level 5 or equivalent
- Analytical linked professional qualification

## CIVIL SERVICE BEHAVIOURS

### *Top three for job:*

1. Managing a Quality Service
2. Seeing the big picture
3. Changing and Improving

## SUCCESS INDICATORS

### *Success measured and evidenced by:*

All systems in place are fit for purpose and support the requirements of the business and streamline our processes. Data and Insights is provided to a high quality on a timely basis and service levels are met.

<b>Budget Responsibility?</b>	<b>If YES, how much:</b>	<b>If NO can they authorise payments?</b>
Yes/No	£ per annum	Yes/No
<b>Reports to: (Role Title and Grade)</b>	Head of Policy & Employee Relations	
<b>Direct Reports: (Number and grades of staff)</b>	1 x C4	