**University of London**

**Job Specification**

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| Job Title: | **Workforce Analyst** |
| Department: | **Human Resources** |
| Level: | **6** |
| Post Number: |  |

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| **Job Purpose:** | * To be responsible for the production and analysis of regular workforce intelligence reports, annual workforce demographics reports and statutory reports, providing insights about the University’s workforce and delivery of HR against strategic objectives.
* To collaborate with colleagues across HR in delivering effective, end-to-end, customer-focused HR services in support of the People Strategy.
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| **Requirements of the role** |
| **General** 1. Be responsible for producing regular HR reports providing workforce insight across all key areas of the employment lifecycle (pre-recruitment through to exit), using Power BI or other business intelligence software (such as Survey Monkey). E.g.:
	* Annual workforce demographic reports
	* Performance dashboards for HR delivery
	* Sickness absence data
	* Contract type information (eg pending fixed term end dates),
	* Starter/leaver information
	* Exit interview data, etc, to support effective HR Partnering.
	* UKVI information, to ensure the University is compliant with UKVI regulations, so that forthcoming expiry dates can be discussed with individuals, their managers, and HR Partners, as appropriate.
	* Equalities data
	* HESA
2. Support the Senior Manager (Employment Services & Analytics) with data gathering for MI report requests, statutory reporting and internal and external audit processes, as and when required.
3. Use business intelligence software to develop and improve efficiency and automation of regular monthly and quarterly reporting in line with agreed formats, timelines and quality.
4. Build a framework for data classification in respect of GDPR and ensuring data and report distribution is delivered in accordance with legislation.
5. Be responsible for completing statutory and non-statutory survey(s) within given deadlines and guidance, such as NSO, ONS, Gender Pay Gap, HESA, UCEA and others (not an exhaustive list).
6. Be the first line of contact for Business World support and help solve technical queries in collaboration with IT colleagues across the University.
7. Ensure the effective training of HR staff and users on Business World, as well as maintaining Business World support pages with new functionality.
8. Conduct regular data audits and review data management practices to ensure the integrity of data in Business World.
9. Be responsible for the timely collection and provision of responses to Freedom of Information requests Subject Access/Freedom of Information requests as requested, within requested timeframes.
10. Collaborate with HR colleagues in designing ad hoc surveys and data frameworks for intelligence purposes, using Power BI, Survey Monkey or similar.
11. Act as the lead point of contact for reporting requests across the University from various stakeholders including senior staff.
12. Ensure effective prioritisation of workload according to capacity, GDPR compliance, statutory deadlines and business needs.
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| **Continuous improvement**1. Identify/be alert to opportunities for improved quality, practice and efficiency and work with colleagues to implement changes that take account of the impact on customers, HR colleagues and delivery of effective HR.
2. Contribute to service improvement initiatives, developing best practices processes in collaboration with HR colleagues across all teams, taking a lead where workforce data or analytics aspects play a key role.
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| **HR Professional & Sector knowledge** 1. Keep abreast of recent developments and legislation changes relating to GDPR, maintaining up to date knowledge to provide expertise, advice on best practice and support to managers and staff
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| **Other duties** 1. Actively follow and promote the University’s policies, including the Dignity at Work and Equal Opportunities policies
2. Maintain an awareness of and observe fire and health and safety regulations
3. Any other duties consistent with the grade and scope of the post, or as reasonably required of the post-holder by the reporting manager
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| **Reports to:** | Senior Manager (Employment Services & Analytics) |
| **Responsible for:** | n/a |
| **Additional demands of the fole:** | The University operates a Hybrid Working framework involving a mix of working from home and attendance at the office.  |

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| **Person Specification** |
| **EXPERIENCE & JOB-RELATED QUALITIES***Essential* Previous experience or other demonstrable capacity of effectiveness in the following:* Design and delivery of workforce demographics and statutory reports in a complex organisation.
* Stakeholder management and decision making under delegated authority.
* Influencing others, including senior managers.
* Being adaptable and flexible in approach, with experience of successfully working with minimal oversight.
* Excellent organisational skills with the ability to prioritise workload to work effectively in maintaining high standards of accuracy while working under pressure to achieve deadlines.
* Clearly articulating complex information to diverse audiences using a variety of communication outlets.
* Working effectively on competing demands with complex or minimal information to deliver pragmatic solutions.
* Highly developed organisational and prioritisation skills to work effectively whilst managing conflicting deadlines.
* Working collaboratively with colleagues to design and deliver effective reporting solutions and management information.

 *Desirable:* * Experience of working in a HR team with a good understanding of the data requirements across the employee lifecycle
* Experience of delivering HE statutory returns (HESA)
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| **TECHNICAL KNOWLEDGE & SKILLS***Essential* * In depth, current knowledge of GDPR and data protection and their application in day-to-day activities.
* Ability to translate technical and operational objectives and user requirements into operational deliverables.
* A sound understanding of how HR business processes, policy and procedures underpin data governance frameworks that support reporting requirements.
* An inquisitive, practical and results-oriented mind, with a drive to improve processes, deliver objectives, and identify and resolve issues.
* Qualitative and quantitative analytical skills, with experience of data analysis and designing and delivering information in an accessible format for a range of audiences
* Highly proficient in Microsoft Excel (e.g. use of functions/formulae, PivotTables, VBA) to extract and manipulate data.
* Experience of using business intelligence reporting tools or HR/Payroll systems.

*Desirable** Knowledge of Business World and Power BI
* Knowledge of Survey Monkey
* Experience of working in HR in the HE sector.
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| **EDUCATION & PROFESSIONAL QUALIFICATIONS***Essential* * No specific qualifications, but the post holder must be highly numerate and literate and willing to learn new systems and packages and stay up to date with employment legislation and best practice.

*Desirable** A degree or relevant qualification or experience in a relevant systems discipline (eg computer science, information systems, management information systems).
* CIPD qualified or studying towards.
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| **PERSONAL QUALITIES***Essential* * Demonstrates integrity in handling of personal data
* A strong team player with a strong customer focus and a collaborative working style that enables delivery through self and others.
* Ability to handle conflict or resistance effectively and pro-actively, achieving consensus through constructive engagement.
* A self-starter, able to work independently and as part of a team.
* Curious, proactively identifying issues and working to find practical solutions
* Flexible and adaptable, willing to support colleagues when business priorities require
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