

People Systems and Information Officer

Reports to	Workforce Planning Lead	Direct Reports	None.
Classification	Band 6		
Position number	660121		
What will you do? Strategic Focus <ul style="list-style-type: none"> Administer, maintain and evolve Manningham's people data management process and analysis. Administer key people systems, including assisting with the implementation of new and/or upgrades to systems. Review existing systems and processes to identify gaps and recommend (and where appropriate, implement) options to improve effectiveness, utilisation, automation, and service delivery. Create and maintain Power BI dashboards relating to people data. Prepare people data for reporting and presentations. Responsible for updating and maintaining organisational charts. Administrative tasks in updating and maintaining job architecture titles, skills and capabilities. Supporting maintenance of workforce planning related systems, surveys and data to support in planning activities. Systems and processes <ul style="list-style-type: none"> Support in implementing work systems, reports and practices that are responsive, flexible, and operationally sustainable. Deliver improvements and efficiencies that leverage maximum capability, functionality and automation opportunities within new and existing people systems and processes. Advance knowledge and skills in Excel, Power BI, Qualtrics and Pulse. People <ul style="list-style-type: none"> Build and maintain trusted relationships with internal stakeholders and external partners to ensure services delivered are of high quality, value, and meet operational and strategic objectives. Instil change through engaging, collaborative and communication. 		<ul style="list-style-type: none"> Be an enthusiastic team member that helps set the team up for success. Be accountable, approachable and customer focussed in all facets of the role. Who are you? <ul style="list-style-type: none"> Passionate about using information to inform and empower positive business decisions and outcomes. A problem solver with a strong sense of initiative and the ability to work autonomously. A change agent who positively impacts team outcomes through technology solutions and process improvement. An analytical thinker with skilled to advanced experience utilising Excel, Power BI, Qualtrics and other reporting tools to collate and query data. A strong communicator, able to build trusted relationships with stakeholders and engage with a diverse range of customers in a variety of ways, including translating data insights to a non-technical audience. Producer of high-quality work because you have a keen eye for detail. Flexible and able to deliver in an environment with changing priorities and competing tasks. What do we expect? <ul style="list-style-type: none"> Model and lead our values. Be dedicated to delivering a consistent, connected and customer focused service. Be committed to maintaining a safe and healthy workplace. Act consistently with our Employee Code of Conduct. Be flexible, responsive and prepared to step up in times of need. 	

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What are the Key Responsibilities?

Service delivery	<ul style="list-style-type: none"> • Provide business administration support of key systems, such as the Human Resources Information System (HRIS), performance and learning, recruitment and reporting systems. • Provide accurate and responsive advice and support to stakeholders in response to enquiries, escalating to the People Systems Partner and Workforce Planning Lead where required. • Support user centric procedures and resources for key people systems and develop and deliver fit for purpose training to users. • Prepare comprehensive, accurate and timely submissions for routine and ad-hoc reporting requirements - working across multiple systems and databases to source, synthesise and translate relevant data. • Provide investigation and insight into people data metrics and trends through detailed data analysis, converting data and insights into meaningful visualisations and Power BI dashboards to 'tell the story'. • Maintain current and accurate records, including data entry of manual records into relevant systems. • Participate in and provide support to projects, initiatives, and activities that support the team and wider organisation.
Systems and process	<ul style="list-style-type: none"> • Develop and implement work systems, practices and processes that support responsive and flexible customer service. • Identify opportunities to improve and enhance systems and processes and where appropriate implement improvements. • Manage people data in charts, across and between systems: Excel, Power BI, Qualtrics, Pulse involving an integrated approach. • Assist the team with projects relating to organisational job architecture and design including job titles, skills and capability design. • Assist with system releases and upgrades and/or implementation of new systems, including performing user testing, updating procedures, training users, as well as support planning and distribution of related business communications (as required). • Work closely with application teams and vendors to troubleshoot and apply resolutions to application issues. • Apply best practice principles to the maintenance of records and information in accordance with relevant policies and processes. • Identify data discrepancies and prepare recommendations for data cleansing and process changes. • Consult with relevant stakeholders to identify and implement measures to simplify and streamline data capture and reporting processes. • Support in the development, communication and maintenance of the Reporting Framework. • Contribute to system and process design, automation and self-service enablement within and across key people systems. • Manage purchase order and invoice processes for team procurement. • Maintain and implement safe work practices that comply with relevant regulations and legislation.
People	<ul style="list-style-type: none"> • Build and maintain trusted relationships with key internal stakeholders and external partners, acting as the key contact point for people system enquiries, issues and report requests. • Administer internal communication strategies with support of the Workforce Planning Lead (ensuring timely and consistent messaging) to support deliverables and maintain engagement. • Participate actively in the team to achieve objectives and overall success.

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- Provide positive, timely and thoughtful response in replying to all stakeholder enquiries.

What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Providing support services in relation to the activities and functions of the OD team, in accordance with Manningham Council policy and procedures. • Authority to provide general advice and guidance to stakeholders in accordance with the enterprise agreement and relevant policies.
Judgement and decision making	<ul style="list-style-type: none"> • Judgement is required in providing advice in accordance with Manningham's policies, procedures and Agreement. Complex matters are to be referred to a senior officer. • Require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation. • Utilise well-developed analytical skills to develop informed insights and recommendations in relation to people systems and data. • Guidance and advice is usually available.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Strong technical skills including Microsoft Excel, Power BI and HR information systems. • A high level of attention to detail to produce a high quality of work. • The ability to extract, interpret and analyse data and practically relate insights to HR/OD principles and strategic initiatives. • Strong problem-solving ability. • Understanding of records management, data integrity and confidentiality practices and the ability to apply them in practice.
Management skills	<ul style="list-style-type: none"> • Demonstrated ability to complete tasks within tight timeframes and the flexibility to respond to changing priorities. • Well-developed liaison skills and the ability to influence outcomes to achieve organisational objectives. • Ability to work autonomously, manage time and organise work outputs in alignment with set priorities. • A high degree of drive and initiative with a strong focus on delivering results.
Interpersonal skills	<ul style="list-style-type: none"> • The ability to build strong stakeholder partnerships and relationships. • Strong consultation skills, and the ability to collaborate with stakeholders to achieve objectives. • Excellent written communication skills, including the ability to prepare a range of documentation, correspondence and reports.
Qualifications and experience	<ul style="list-style-type: none"> • Experience working with and providing support as an administrator of HR Information (or similar) systems. Experience with related systems such as: CHRIS 21, Pulse, Qualtrics, Power BI is desirable. • Experience managing data within multiple systems. • Tertiary qualified in a related discipline and relevant experience, or a lesser qualification with substantial experience in a HR systems, reporting analyst or similar role.