

JOB DESCRIPTION



TITLE: Data, Accuracy and Reconciliation Officer

POST NO: PREF106234

DEPARTMENT: Population Wellbeing

DIVISION: Customer, Organisation and Development

UNIT: People

RESPONSIBLE TO: Data Systems and Insight Lead

GRADE: L6

PURPOSE OF POST:

The post holder supports the Data systems and insight Lead on the management and ongoing development of the HR system to deliver an efficient, effective and proactive HR data management and administration user support service.

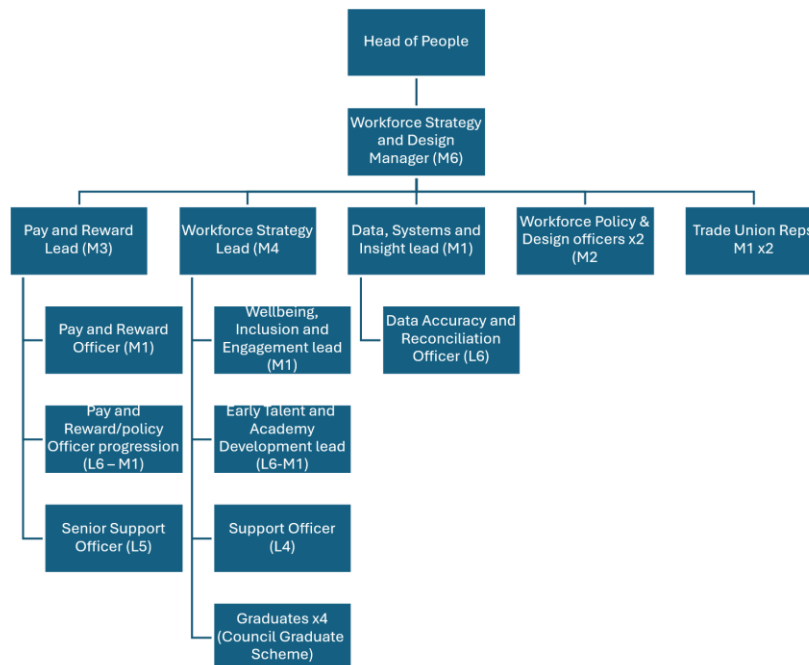
To maintain the administration of the people data system, including maintaining Luton Boroughs Councils structure and reporting lines, ensuring data integrity and accuracy through regular reconciliation, data management and storage, and reporting on People KPI's.

To assist in systems administration of the People database.

To assist in the development of and provide management information and reporting.

Assist with the production of workforce, payroll, statistical, survey, performance and benchmarking information to both internal and external customers including co-ordinating freedom of information requests relating to the service.

ORGANISATION CHART



PRINCIPAL RESPONSIBILITIES:

- | | |
|---|----|
| | % |
| 1. To be responsible for the support and maintenance of the data held within the people systems by ensuring the data contained within the systems is current , accurate and up to date by: | 40 |
| <ul style="list-style-type: none"> • Running regular data cleansing and reconciliation activities and auditing for consistency, accuracy and security. • Ensure data integrity through the use of validation reports to identify and correct issues, errors and anomalies in relation to post, employee pay and reporting lines. • Liaising with key partners (People managers and advisors, Payroll, People services, Line managers, Connect to Luton) on organisation changes and restructures to ensure the system is accurate • Liaise with key partners (DDAT, Finance), to ensure accuracy of data capture and commonality of data structures and the smooth communication between systems and services • Implement and maintain organisational and authorisation hierarchy and appropriate access restrictions. Monitor the set-up of complex security groups & users and liaise with DDAT amendments to current groups and users | |
| 2. Provide regular and ad-hoc people management reports including KPIs, appraisal, exit interviews, sickness absence, equalities, leave etc and assist budget exercises and auditing. | 20 |

- | | |
|---|----|
| 3. Working with the Data systems and Insight lead to identify and prioritise People specification/development requirements and liaise with DDAT to undertake required customisation of the systems across the service including the creation of screens, cross reference tables, fields, field lengths/types, screen layout/design, links to other screens, plus the building of associated process chains, complex security groups, and workflow routines for different users. | 10 |
| 4. Be the key point of contact for advice, basic training and support regarding People System queries and support the provision of corporate People system training and Net Consent. | 10 |
| 5. Work closely with DDAT acting as the link officer to relevant People managers to ensure software updates are tested by users and installations are undertaken efficiently and in accordance with timescales agreed with managers and DDAT/External provider requirements. | 5 |
| 6. Ensure the People System is compliant with data management legislation such as Data Protection | |
| 7. Support the response to general information requests from internal and external requests that require report generation and data analysis including co-ordinating freedom of information requests for the service. | 5 |
| 8. Undertake or support People work activity/projects requiring specialist administrative support from People systems. | 5 |

DIMENSIONS:

Supervisory Management: None

Financial Resources: None

Physical Resources: Data accuracy and confidentiality

Other: This post offers an informational and facilitating, advisory/diagnostic support service.

CONTEXT:

The People Service undertakes the full range of Personnel Services to Luton Borough Council and this post provides a support service across the People Service in the development of people systems, data management, and reporting but is specifically responsible for the monitoring and correcting the data held to ensure accuracy and reliability of data held.

The post holder will report to the Data, Systems and Insight lead.

The post holder will also be expected to work closely with People Services, DDAT, finance and People managers.

A high level of confidentiality, attention to detail and responsibility is required of the post holder.

Ability to develop an understanding of the HR system used the Council (currently iTrent), Business Objects and Excel advanced functions eg pivot tables, concatenation, lookup formulae and text and number manipulation is critical. Business Objects is a Windows-based, web-enabled tool for information access, formatting, and analysis, and has a wide range of complex functions and formulae built into it. The post holder needs to understand how Business Objects operate by running existing reports but to be able quickly to understand how the iTrent Universe for Business Objects links data fields together and which filters are therefore necessary to enable the right data to be extracted. Although they may not have used Business Objects before, they need to be able to demonstrate facility in quickly learning and effectively applying data management tools. The service is also exploring Power BI and there are other systems in use across the teams including

other 3rd party software providers so the post holder must have an understanding and interest in systems, data and technology.

Understanding, influencing and communicating with people are key in this role as is being highly data rational.

Person Specification- Data, Accuracy and Reconciliation Officer

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u>.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in an HR environment developing or managing data and/or systems.	1, 2	Demonstrable experience of working in an IT environment with development / analysis and support skills.	1, 2
	Demonstrable administrative experience and co-ordinating data responses to queries.	1, 2	Experience of working with relevant HR systems	1, 2
Skills/Abilities	Able to communicate effectively with people at all levels including giving advice and straight forward training.	c 1, 2	Understand the need for security groups	1, 2
	Able to work on own initiative effectively and to manage detailed tasks and organise own workload.	c1, 2		
	Numeric skills – able to add, subtract, multiply and divide; understand percentages.	c1, 2, 3		
	Able to work in a team environment.	1, 2		
	Able to resolve complex and detailed problems.	1, 2		
	Methodical and able to interrogate, analyse and manipulate People databases generating data reports as required and develop specification requirements for third parties to generate reports.	1,2		
	Able to analyse reports, identify problems with data and escalate if necessary..	c1,2,		
Equality Issues	Understanding of equality issues of legislation to integrate equality issues into business solutions.	1, 2		
Specialist Knowledge	Knowledge and understanding of the People function and HR terminology.	1, 2	Knowledge of Business Objects/Power BI or willing to be trained.	1, 2
	EXCEL and WORD advanced or equivalent.	c1, 2		
		c 1,2	Knowledge of relevant HR systems	1, 2

	Able to evidence an interest and knowledge of technology and the opportunities for digitalisation Understanding of GDPR and data protection requirements in relation to HR data	1,2		
Education and Training	Degree or equivalent in data science, mathematics, computer science , economics, or business information systems			
Other Requirements	Able to travel to other sites throughout the Borough.			

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018)