



Coventry City Council

## Job Description

<b>Post:</b>	Systems, Management Information and Project Analyst	<b>Job Number:</b>	Y5680D
<b>Service:</b>	Human Resources	<b>Post Number:</b>	
<b>Location:</b>	One Friargate	<b>Grade:</b>	5

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

Work as part of a team to drive forward the design and implementation of new digital services and systems in line with the organisation's Digital Strategy and People Plan.

Contribute to the development of workforce analytics by producing reports and analyses to support strategic and operational decision making, service performance management and the completion of statutory and non-statutory returns.

Undertake a range of system development, configuration and administration functions for the HR and OD systems in operation to ensure the best user experience and maximisation of system functionality.

### Main Duties and Responsibilities:

- Undertake a range of development and administration tasks for the operational systems and reporting tools supported by the HR Digital Team, in order to improve business processes, user experience and maximisation of system functionality.
- Provide assistance to users, via Microsoft Teams, or face to face when in the office, and by the creation and update of guidance notes using a range of media, both during rollouts and when systems are operational.
- Produce a range of management information reports and workforce analytics to support and inform decision making, assess service performance and complete statutory and non-statutory returns. This includes the development of standard reports and analyses which can be re-run by users via self-service.
- Contribute to the development and maintenance of information resources for the HR Digital Team, including operating procedures and user tools such as Frequently Asked Questions, intranet pages and electronic request management tools.
- Ensure a high standard of customer care and confidentiality at all times, ensuring compliance with the Data Protection Act and local standards and protocols.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** HR Systems & MI TeamManager

**Date Reviewed:** February 2022

**Updated:** February 2022



Coventry City Council

## Person Specification

<b>Post:</b>	Systems, Management Information and Project Analyst	<b>Job Number:</b>	Y5680D
<b>Service:</b>	Human Resources	<b>Post Number:</b>	
<b>Location:</b>	One Friargate	<b>Grade:</b>	5

Area	Description
------	-------------

<b>Knowledge:</b>	<ul style="list-style-type: none"><li>Broad knowledge of the types of digital systems and technologies that are used in a HR service</li></ul>
	<ul style="list-style-type: none"><li>Understanding of how effective digital developments can add value to an organisation</li></ul>
	<ul style="list-style-type: none"><li>Understanding of the importance of robust system administration procedures for operational business systems</li></ul>
	<ul style="list-style-type: none"><li>Working knowledge of databases, report writing tools and simple programming</li></ul>
	<ul style="list-style-type: none"><li>Understanding of the importance of user centred design</li></ul>
	<ul style="list-style-type: none"><li>Broad knowledge of Human Resources functions and services</li></ul>
	<ul style="list-style-type: none"><li>Working knowledge of the requirements of the Data Protection Act</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>Ability to write well-structured documents and reports</li></ul>
	<ul style="list-style-type: none"><li>Good organisational skills to manage competing deadlines and work to time critical schedules</li></ul>
	<ul style="list-style-type: none"><li>Effective communication skills by telephone, written, online and in person, with a wide range of Council staff and customers</li></ul>
	<ul style="list-style-type: none"><li>Adaptability, flexibility and initiative to deal with many and varied tasks</li></ul>
	<ul style="list-style-type: none"><li>High level of accuracy and attention to detail</li></ul>
	<ul style="list-style-type: none"><li>High level of analytical skills</li></ul>
	<ul style="list-style-type: none"><li>Explain digital or ICT processes to users with little prior ICT knowledge</li></ul>
	<ul style="list-style-type: none"><li>Team player with the ability to develop effective and productive working relationships at all levels within the team, service, Council and with customers and suppliers.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>Working in a relevant project, management information or ICT environment.</li></ul>
	<ul style="list-style-type: none"><li>Working with customers to understand their requirements and producing outputs based on their needs</li></ul>
	<ul style="list-style-type: none"><li>Completing systems administration tasks for computerised business systems</li></ul>
	<ul style="list-style-type: none"><li>Providing guidance to users, via Microsoft Teams, face to face and by a range of media.</li></ul>

	<ul style="list-style-type: none"> <li>Producing, interpreting and presenting management information, reports, statistical information and analyses.</li> </ul>
	<ul style="list-style-type: none"> <li>Undertaking data analysis using Microsoft packages and industry standard reporting and business analytics tools</li> </ul>
	<ul style="list-style-type: none"> <li>Planning and prioritising own work</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>High standard of education, particularly in numeracy and literacy</li> </ul>
	<ul style="list-style-type: none"> <li>Evidence of continuing professional development</li> </ul>

<b>Special Requirements:</b>	
------------------------------	--

**Date Reviewed:** February 2022

**Updated:** February 2022