



Coventry City Council

Job Description

Job Title:	Systems Support and Data Analyst	Job Number:	S8167S
Service:	Human Resources	Post Number:	030821
Location:	Friargate	Grade:	G4

Job Purpose:

Provide support to the development, implementation and maintenance of the HR analytics provision to the Council and systems supported by the HR Digital Team.

Main Duties and Responsibilities:

1. Develop, test, review and publish straightforward and regular reports covering a range of HR data types and systems.
2. Undertake basic analysis of data and produce straightforward analytics in relation to HR activities.
3. Under the guidance of the HR Systems & MI Manager, undertake tasks to develop, test, implement and maintain the HR Data Warehouse and reporting tools.
4. Undertake user administration and access, following set procedures, for a range of HR systems.
5. Under the guidance of the HR Systems and MI Manager, undertake a range of system development, support and administration tasks for the systems supported by the HR Digital Team.
6. Provide support to users via a range of methods including briefings, demonstrations and one to one support.
7. Develop user guidance notes and system support procedures using a range of methods and media.
8. Under the guidance of the HR Systems & MI Manager, liaise with software providers in relation to upgrades, patches, outages and fault resolution.

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 Equality, Diversity and Inclusion Policy.

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

Responsible for:		Responsible to:	HR Systems & MI Manager
Date Reviewed:	June 2020	Updated:	June 2020



Coventry City Council

Person Specification

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Services:	Human Resources	Post Number:	030821
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Area	Description
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Knowledge:	Broad knowledge of the types of digital systems and technologies that are used in a HR service.
	Broad knowledge of HR functions and services
	Extensive knowledge of Microsoft Excel
	Understanding of the basic concepts of databases
	Understanding of how reporting and analytics assists with making business decisions and taking actions.

Skills and Abilities:	Effective communication skills by telephone, written, online and in person, with a wide range of Council staff and external customers.
	Adaptability and flexibility to deal with many and varied tasks.
	Excellent ICT skills, including spreadsheets, databases and use of reporting tools.
	High level of accuracy and attention to detail
	High level of analytical skills and innovative problem solver
	Explain digital or ICT processes to users with little prior ICT knowledge
	Develop effective and productive working relationships at all levels within the Council and with external customers
	Good organisational skills to manage competing deadlines and work to time critical schedules
	Team player with the ability to work with others and build and maintain working relationships

Experience:	Working in a relevant project, management information or ICT environment
	Completing systems administration tasks for computerised business systems
	Producing, interpreting and presenting data, reports and analytics
	Providing guidance to users by running taster sessions, one to one training sessions and producing written or online guidance material
	Using Microsoft packages and standard reporting tools

Educational:	Good standard of educational background, particularly in numeracy and literacy
	Evidence of continuing professional development

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will NOT be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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Date Reviewed:	June 2020	Updated:	June 2020
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