

ROLE DESCRIPTION

Job Title	Systems and Management Information Lead
Salary Band	SCP 37-40
Reporting to	People Operations Manager
Directorate	Resources
Service Area and sub area	Corporate Development HR Hub
Team	Systems and Payroll
Political Restriction	No

1. Primary Purpose of the Post
To develop and manage human capital management (HCM) systems and self-service portals to maximise functionality and ensure the smooth running of all people processes. To oversee the efficient operation and management of the HCM, ensuring data accuracy and facilitating system integration. To lead the development and delivery of high quality, accurate and insightful management information to identify opportunities, influence decision-making, deliver meaningful improvements across processes, technology, and ways of working and support strategic decision-making.
2. Your responsibilities
• Ownership of HCM systems encompassing self-service portals, HR, payroll, time and attendance, recruitment and onboarding, rostering, learning, performance and talent management and reporting. • Continuous review of systems, including driving increased use of employee and manager self-service to maximise functionality and use systems to full potential. • Responsible for data governance, security and integrity of people data • Ensuring compliance with GDPR and other data protection and audit principles • Effective day-to-day management of the HCM systems • Line management of the systems team, ensuring effective performance management, deployment of resources and delivery against agreed objectives. • Manage the accurate collation, audit and maintenance of data, ensuring the integrity and quality of workforce data is accurate, complete, consistent and up to date. • Responsible for regular system maintenance, testing and implementation of changes and improvements and ensuring these are communicated to colleagues, in collaboration with internal stakeholders. • Oversee continuous evaluation and development of systems & processes to identify options for improvement, automation and integration, ensuring seamless data flow between systems within the outside of the Service area. • In collaboration with the People Operations Manager, manage the relationship with system providers, including participation in contract reviews to ensure contract compliance and service delivery levels. • Driving the optimisation of system requirements through system providers' product roadmap and development processes.

- Ensuring compliance with statutory reporting requirements.
- Collaborate with the Evidence, Research and Intelligence team and Senior Business Analyst (Workforce) to provide reports for the Senior and Executive Leadership Teams to include analysis of data and identification of trends to support decision-making.
- Development and maintenance of systems process documentation, including standard operating procedures.
- Overseeing data requests from internal and external sources

Managerial Responsibilities

- Recruit, appraise including manage performance and develop colleagues in accordance with the LCRCA's policies and procedures.
- Coach, train and develop staff to improve their performance and achieve the necessary standards.
- Conduct regular performance reviews with all team members.
- Ensure all team members demonstrate the highest standards of conduct and attendance.
- Create a positive learning and working environment through delegation, mentoring and coaching of staff and through the identification of training and development needs.
- Comply with the Health and Safety responsibilities attached to this role, including ensuring that adequate risk assessments are completed for staff.
- Develop the Combined Authority's commitments under the Equality Strategy and to promote non-discriminatory practices in all aspects of work undertaken.

3. General Corporate Responsibilities

- Participate in all aspects of training and development as directed and use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.
- Promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise.
- Represent and promote the work of the LCRCA and the wider LCR, locally, regionally and nationally.
- Support the scrutiny process established by the LCRCA.
- Encourage a culture of continuous improvement to develop an outstanding service, where value for money and best value are delivered and innovation and enterprise flourish.
- Share and communicate a clear understanding of the LCRCA equality, diversity and inclusion priorities internally and externally.
- Adhere to LCRCA policy and procedure guidelines in all areas including Health and Safety
- Carry out such other duties as may be directed, commensurate with the grading of the post.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

4. Recruitment Plan
Application, Technical Assessment, Interview

PERSON SPECIFICATION

Job Title: Systems and MI Lead

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant qualification within data science/systems	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Relevant HCM system management experience	E	A, I
Experience of configuration, management and reporting within MHR iTrent	E	A, I
Advanced experience of designing, building, and maintaining business-critical dashboards and visualisations deliver actionable reporting and insights.	E	A, TA, I
Experience of using Power BI	D	
Significant experience of data analysis to provide insight for strategic decision making	E	A, I
Experience of driving self-service functionality optimisation	D	
Knowledge of core employee lifecycle processes	E	A, I
Experience of managing a systems and management information function	E	A, I
Experience of leading and managing a team	E	A, I
Knowledge of data governance, integrity and security and practical experience of implementation and ongoing management of these areas	E	A, I
Experience of managing data interfaces internally and externally with third parties	E	A, I
Experience of managing relationships with third party providers	D	
Experience of producing standard operating procedures and guidance documents	D	

Skills and abilities	E = Essential D = Desirable	Identified By
Strong data control and management skills	E	A, I



High level of IT literacy including Microsoft Office and Power BI	E	TA
Ability to deliver compelling, data-driven story-telling	E	A, TA, I
Ability to actively looking for opportunities to simplify processes and improve systems functionality	E	A, I
Analytical, critical-thinking and problem-solving with the ability to transform complex data into actionable insights, strategic recommendations, and measurable outcomes.	E	A, I
Ability to prioritise workload and work to deadlines	E	A, I
Ability to manage performance including motivation and performance improvement	E	A, I
Strong organisational skills and attention to detail	E	A, I
Relationship management skills	E	A, I
Collaboration	D	
Influencing	D	

Personal Attributes	E = Essential D = Desirable	Identified By
Conscientious	E	A, I
Confidentiality and discretion	E	A, I
Proactive	E	A, I
Self-sufficient	E	A, I
Continuous improvement mindset and actively looking for opportunities to simplify processes, improve experiences, and increase business impact.	D	

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment