



WMS Officer - Systems & Establishment

JOB PROFILE

Incorporates

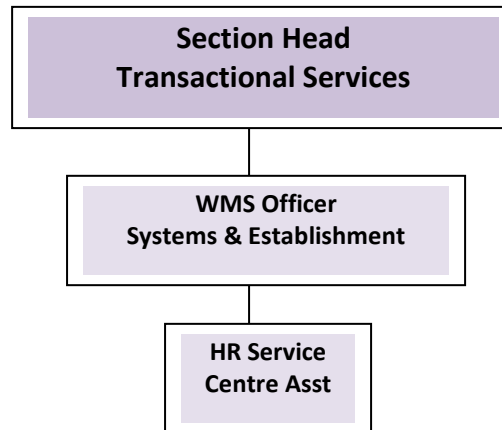
Section 1 Post Descriptor

Section 2 Person Specification

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Workforce Management System Officer	
Directorate: Transformation and Public Service Reform	Section: People & Transformation / Business Support Services
Reports to: Section Head – Transactional Services	Grade: 6
Position Number: CS0583	Location: 16 Church Street, Dumbarton
2. JOB PURPOSE	
<p>To provide and develop an effective and efficient service to all Workforce Management System (WMS) users and HR colleagues in all areas associated with HR/Payroll systems and establishment management. Taking a lead on service improvement through system development, implementation and ongoing co-ordination of a robust establishment and reporting functionality and continuing developments for employee and management self service.</p> <p>To work across HR and Payroll in response to service user needs to identify future areas of development for the WMS. Work closely with colleagues in ICT, Finance and other services to ensure development of WMS is in line with Council and other relevant Service Systems Strategy.</p> <p>To progress and monitor work as directed by the WMS Project Board in line with Project Plan and from the Section Head – Transactional Services to support organisational priorities and objectives.</p>	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities)	
Budget: The post holder will have no direct budgetary responsibility. However, is expected to consider and take account of the financial implications while dealing with relevant projects and initiatives and to offer appropriate advice.	
Staffing Direct: The post holder will be responsible for the day to day supervision and allocation of workload to the HR Service Centre Assistant in rotation to WMS.	
Staffing Indirect: The post holder works closely with colleagues across the organisation in supporting system development and producing effective Management Information.	

4. ORGANISATIONAL CHART (shows levels directly above and below this post)



5. ROLE OF SERVICE /SECTION

West Dunbartonshire Council employs approximately 6000 employees.

Business Support Services has responsibility for the management of transactional service activity across the authority and for driving the improvement and transformation agenda in relation to internal process change to deliver modern and effective support services. The services within its scope are Transactional HR, Payroll, Transactional Finance (Revenues & Benefits, Debtors, Non-Domestic Rates and Creditors)

The Human Resources Section, within People and Technology, provides a corporate HR Service through an integrated approach to strategic resource planning and development, provision of centralised HR expertise, HR business partnering, HR Transactional Services including Workforce Management Systems, Employment Policy and Practice, Organisational Development and Business Change utilising a strategic service delivery model.

People and Technology is responsible for:

- Managing the day to day delivery of all transactional HR and Pay enquiries and information through 'HR Connect', the HR Service Centre.
- Provision of a resourcing and employment contract service.
- Management and ongoing development of the Workforce Management System an integrated HR and Payroll system, including self service. (Frontier Software – CHRIS21&HR21)
- Pay provision
- Provision of HR Business Partnering across all Council services
- Development and implementation of HR strategy and policy
- Provision of a centralised workforce planning function
- Provision of a comprehensive wellbeing and attendance management function
- Job evaluation and grading of posts
- Providing case management support to managers on all routine and complex employment issues including performance improvement, grievance, discipline, and attendance

- Development of a corporate approach to performance management and appraisal
- Supporting Organisational and Business change management
- Leadership, management development and training
- Employment equalities
- A wide range of ICT support and delivery of WDC modernisation agenda

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

Support the delivery of WMS across the Council estate including process improvement, data management and integration with other Council systems.

Assess service delivery requirements and design and facilitate process improvements using WMS functionality.

To progress all WMS activities in line with the Project Plan, updating and reviewing project plan on in relation to WMS activities.

Develop and maintain the corporate WMS system, specifically contributing to the development of and subsequent maintenance of HR hierarchies (e.g. reporting lines) to ensure that MI is accurate.

Progress further development of corporate WMS System projects (e.g. Time & Attendance, Learning & Development and HR21 (Employee/Manager Self Service) in line with Project Board requirements.

Progress continuous improvement of processes and services within People & Transformation to maximise use of WMS, analyse options and work with colleagues to implement most appropriate systems and processes.

Carry out system administration activities – e.g. system maintenance, system upgrade and testing, system and data checks, fault-finding and resolution, managing user access to ensure the system is available when required.

Support others using systems – e.g. designing and delivering training and producing user guides.

Participate in WMS Project Team and support the WMS Project Board as required.

Work with intranet/internet technology as required to scope out future system developments

Support Council Job Evaluation processes and develop synergies with WMS.

Develop reports and report functionality using system reporting tools and SQL.

Support reporting and measurement activity across the whole range of HR / Remuneration activity. Undertaking research into other organisational management information.

Work closely with ICT to enhance and automate reporting to continuously improve provision of Management Information.

Respond to FOI requests and ad hoc reporting requirements and with due regard to timescales to ensure service.

Action defined reporting at set times throughout the year ensuring deadlines are met wherever possible for all reporting, ensuring Council requirements are included e.g. Headcount Summary, Turnover, Absence, Discipline & Grievance and Equalities. Work closely with colleagues responsible for Workforce Planning and Job Evaluation to ensure reports are developed and available as required.

Liaise with internal stakeholders, including HR Business Partners and Finance, to produce a robust Establishment Management process, taking ownership of data and processes that relate to post and structure information in order to facilitate a pro-active approach to change management across the organisation.

Offer support, training and advice to HR Service Centre in order to encourage ongoing accuracy of post-related data and to promote establishment methodology across the organisation.

Populate and oversee ongoing maintenance of ancillary post-related data, such as job evaluation references, line manager, physical location, cost centre etc, liaising closely with appropriate stakeholders to ensure accuracy and appropriateness of data.

Develop and maintain effective data collation in relation to all forms of employee absence, in order to provide accurate and timely information for payroll, case management and statutory / Council reporting requirements.

Liaise with Service Managers to ensure validity of absence data, providing appropriate reports to enable Managers to follow the Council's Absence procedures.

Develop system-based workflow in order to automate manual notification process

Maintain confidentiality of data and service security at all times.

Responsible for ongoing continuous professional development of self and maintaining awareness and knowledge of key employment policies, procedure and best practice.

7. PROBLEM SOLVING

The post holder will require knowledge and understanding of all areas of HR/ Remuneration and an understanding of wider Council systems and processes. The post holder will work to resolve problems within the boundaries of policy, procedure and legislation and contribute to the design of solutions.

Predominately the problems that the post holder has to resolve will be technical in nature with regards to system development and management information. The post holder will need to work closely with HR Colleagues and Council Services to implement solutions to problems which may be complex in nature. The Post holder will need to take account of conflicts with existing processes system configuration.

8. PLANNING

The post holder will assist in the development and implementation of initiatives and projects which underpin the strategic HR work and these would generally be short to medium term projects which could last up to 12-18 months e.g. development of Employee/Manager Self Service; Time & Attendance Module. Workload will in line with project plan and priorities and postholder will be responsible for updating project plan in relation to WMS activities.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the Section Head – Transactional Service with whom annual objectives are jointly agreed and reviewed in line with the Council's Performance Management Scheme.

The post holder will have frequent contact with WMS Project Group, HR Business Partners, and Service managers. Regular meetings will be held between the post holder and the Section Head to discuss progress on objectives and to ensure ongoing communication on current issues and workload.

The post holder will also have frequent contact with both ICT and Finance functions in order to plan and deliver system developments and to ensure appropriate synergy with service planning and objectives with regard to employees, establishment and budgetary information.

Work is largely driven by the need to support managers and employees through the provision of a responsive first point of contact on all aspects of HR / Remuneration System Development and Management Information activities. The Post holder is also expected to drive forward a continual programme of process development in support of achieving maximum efficiencies from the WMS.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Primary contact will be HR / Payroll colleagues and user services.

Internal communications and working relationships:

The post holder will have frequent contact with HR Connect/Payroll colleagues providing support and guidance on general queries in relation to WMS and processes. There will also be contact with line managers and employees within the Council, providing support and guidance on general queries in WMS. The post holder will also provide training and run workshops, deliver presentations for all employees / managers within Council. There will also be a large degree of contact with ICT in relation to upgraded and maintenance of WMS and other HR Systems as appropriate.

External communications and working relationships:

The post holder will deal with system supplier in relation to WMS problems and future developments and liaise with consultants in line with project activities. There will be liaison with other Local Authorities and public and private sector organisations in terms of research and benchmarking.

11. DECISION MAKING

The post holder operates within a framework of HR and Council policy and is expected to develop innovative and pragmatic solutions to support service needs relating to WMS use and development. These solutions require consistency across all council departments to ensure financial and reputational risk is mitigated. The post holder will also action Project Board decisions and will determine how to progress WMS related issues,

Within the framework of agreed objectives, the post holder is expected to make decisions to progress the work as appropriate. Where issues are complex the WMS Officer should escalate these to the Section Head for guidance.

12. MOST CHALLENGING PART OF THE JOB

The post involves dealing with simultaneous and conflicting demands therefore the post holder requires the ability to work effectively under pressure and handle multiple tasks. The post holder must continually reprioritise work according to urgency and ensure that expectations of internal customers are managed appropriately.

When the post holder gives professional advice to HR/Payroll colleagues and managers they will have to use persuasion in order to convince them that what has been advised is the best course of action.

13. GENERAL

Disclosure:

Not applicable for this post.

Politically Restricted Post:

Not applicable for this post.

General:

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

Post Descriptor Prepared by: S Kinloch

Date: 27/12/2017

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Educated to HNC/SVQ3 level or equivalent or evidence of professional competence and expertise gained through experience.	
Training	
Evidence of Continuing Professional Development	
Experience of using reporting tools and developing reporting scripts	
Experience	
Considerable experience of developing and maintaining HR / Remuneration Systems	Experience of working within the public sector
Experience of Process Improvement / Development	
Experience of active participation in projects	
Experience of organising and participating in meetings and seminars	
Experience of delivering training programmes	
Experience of dealing with people at all levels in an organisation	
Knowledge and Skill	
Good interpersonal skills and ability to support, influence, and engage managers and peers. Good presentation skills. Good written skills. Ability to prepare reports and the confidence to present them	
Ability to plan, manage and monitor personal workload, balancing conflicting priorities and meet deadlines	
Ability to undertake research, (including statistical enquiries) obtain and collate information and present findings as required.	Knowledge or a range of reporting tools such as Crystal Reports, Business Objects.
Ability to influence, persuade, question and highlight issues arising from existing practice	
Ability to utilise various software packages such as Word, Excel in support of system processes	Advanced Excel Knowledge and basic database script writing (SQL being an advantage)
	Broad range of HR knowledge across all HR functions, i.e.; Resourcing, Workforce Planning, Equalities, Employment Contracts, Pay & Rewards, Employment Legislation and Organisational Change.
Disposition	
Works with integrity, maintaining effective working relationships	
Able to work both independently and as part of a team.	
Self aware; able to exercise and demonstrate sound judgement, not only in making decisions but in when to seek advice and involve others	
Personal commitment to playing a key role in the development and perception of the organisation as an employer of choice	
Ability to establish credibility, confidence and trust with managers and trades unions	
Flexibility to deliver service outwith normal working hours /location where necessary	