Job Description

Job title: Workforce Data Co-ordinator

Directorate: People Services

Grade: D   **Role profile: SMD2**

Full time (37 hours per week)   **Permanent**

	Duties of the role
Overall purpose of the role	The post of Workforce Data Co-ordinator will support the team in a range of work, by ensuring people data is of the highest quality, updating people systems, producing datasets and management information; and contributing to statutory returns and discrete relevant projects. The post holder will be responsible for being the first point of contact for all emailed queries to the team inbox. The Workforce Data team is a small team within the Directorate of People Services, dedicated to the support of processes relating to the people system SAP, the maintenance and provision of high quality data, and the production of timely people information to support decision-making, drive the university's strategic direction and to support the requirements of external bodies.
Main duties and responsibilities	1. Manage queries effectively and in a timely manner within the shared mailbox. This will include responding in the first instance and highlighting key actions for the team. 2. To work with the People Systems Specialist to update people data, and provide data and information for the team, wider directorate and other university stakeholders. 3. Ensuring data quality is maintained within the relevant HR systems and providing quality data for systems which use HR data. 4. Develop familiarity in reporting tools, data sets and data structure for the purpose of resolving queries or supporting colleagues in the delivery of data analysis and interpretation. 5. Under the guidance of the People Systems Specialist, support the completion of the HESA staff return and apply appropriate quality assurance processes. 6. Carry out all administration activities for the team such as reviewing manual information where required and maintaining the information request tracker. 7. Support the team to ensure key performance indicators and service level agreements are met whilst ensuring a positive customer experience. 8. Promote and exhibit DMU values and be a role model for the university's code of conduct. 9. Perform any other duties commensurate with the job grade as reasonably required from time to time. 10. Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Duties of the role
11. All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

![De Montfort University Leicester logo]

Person Specification

Job Title: Workforce Data Co-ordinator

Directorate: People and Organisational Development

Grade: D   **Role profile: SMD2**

Full time (37 hours per week)   **Permanent**

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	GCSE grade C or equivalent in English and Maths.	Essential		✓			✓
	Experience of data inputting and data manipulation.	Essential		✓		✓	
	Experience of using a variety of reporting and analytical tools for data analysis		Desirable	✓	✓		
	Training and/or experience of using and maintaining a complex HR database (an ERP system such as SAP or Oracle)	Essential		✓	✓		
Data and Reporting	Proficient with Microsoft Office applications or similar.	Essential		✓		✓	
	Experience of providing data in a customer focussed environment	Essential		✓	✓		
	Proven ability to ensure accuracy and attention to detail.	Essential		✓	✓		
	Knowledge and understanding of the HE sector		Desirable	✓	✓		
Administration	Ability to be flexible and meet demanding targets with the ability to manage own workload.	Essential		✓	✓		
	Proficient verbal and written communication skills with the ability to build relationships with key stakeholders	Essential		✓	✓		
Customer Service	Demonstrable commitment to excellent customer service	Essential		✓	✓		
	Experience of working with confidential information	Essential		✓	✓		
Personal Effectiveness	Able to work effectively in teams, to collaborate with a wide range of work.	Essential		✓	✓		
	Understand confidentiality and the requirements of the General Data Protection Regulations.	Essential		✓	✓		
	Able to work autonomously and proactively.	Essential		✓	✓		

* A = Application Form; I = Interview; T = Test; D = Documentary