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| **Role title:** | People Data Specialist | **Responsible to:** | Head of People Operations |
| **Division:** | People Team | **Department:** | People Operations |
| **Direct Reports and Level:** | No direct reports | **Scope:** | People data within the remit of People Operations providing support of wider People data and reporting requests (control and prioritisation requests of these to be maintained by People Operations) |
| **Scale:** | No budgetNo direct reports |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 level | **Role Family** |  |
| **Overall Role Purpose** |
| The People Data Specialist will optimise and drive operational excellence in the production, analysis and maintenance of people data, reports and dashboards within the remit People Operations. The role holder will manage the full People Operations data and reporting suite, including (but not limited to) the cyclical People Operations reporting cycle, P&C dashboard, Moderation reports as well as upholding the People Operations risk and policy frameworks, data protection, data governance and compliance, audit reporting, critical process mapping and produce data-driven insights to facilitate strategic people decisions. The role holder will support continuous improvement activity, both in the people data and systems space. They will also act as the People team expert for people data, reporting and analysis and work symbiotically with the People Data and Systems Lead to administrate the HRIS, ensuring the people data it contains is accurate/ cleansed at all times and manage the query building function to ensure reports are complete, accurate and timely. Manage and prioritise all people data requests. |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Act as the People Operations team expert for all people data management, reporting and analysis activity; generate new and hoc reports using systems, Excel and BI tools
* Analyse data trends, identify anomalies and help provide insight to stakeholders; adapt data insights and storytelling techniques to communicate findings in a way that is accessible and meaningful to non-data audiences
* Develop, own and manage the People data continuous improvement roadmap
* Develop and manage the full suite of People Operations reporting and prioritise any new data requests in line with strategic priorities; act as the second line for data requests that come through People Services – provide guidance on complex data queries
* Develop and manage the full suite of monthly and quarterly people metrics reporting tailored to the needs of different audiences (colleagues, SLT, Exec, Council)
* Develop and manage the People Dashboard (BI) to provide regular and ad hoc reports in visually engaging formats, analyse the data and identify current and future trends compared to external benchmarks
* Ensure the confidentiality, integrity, and accuracy of all colleague data within HR systems and platforms, maintaining high standards of data security and reliability, including managing user access profiles, permissions, and security settings
* Regularly audit data, support internal and external validation activities, and assist in maintaining the colleague master data, including organisational hierarchies and roles; support data privacy audits, maintain documentation of data access and usage, and review data processing activities to uphold data security practices
* Conduct a comprehensive review and data cleansing of existing HR system records to ensure data quality and consistency
* Develop and manage diversity and equal opportunities data and reporting
* Maintain the full suite of People Operations automated pro formas and develop automated solutions wherever possible; ensure forms and processes published on the People Hub are up-to-date, fit-for-purpose and aligned with the policy framework
* Ensure an up-to-date library of process maps for critical People Operations data and reporting processes are maintained at all times
* Collaborate with People team and wider stakeholders on process re-engineering, streamlining and automation to ensure delivery of excellent People Operations service that is both user friendly and encourages colleague self-service
* Document processes and data workflows to ensure transparency, consistency, and ease of reference
* Manage how and where people data is captured across MPS systems, the data relationships between them to ensure compliance with data privacy rules and regulations
* Support business projects that require a people data SME, ensuring data accuracy, security, and compliance throughout project delivery
* Support in managing the colleague data retention schedule and ensure data handling practices comply with GDPR and other privacy standards
* First point of contact for requests for colleague data, both from inside and outside the People team; input into the sizing and scoping of colleague data requests to aid with effective prioritisation aligned to strategic priorities
* Support with third party supplier relationship management
 | * Delivery of accurate, trusted People Operations data and insightful analysis
* Effective report building, tracking and maintenance
* Stakeholder management and feedback
* Error reduction
* Systems optimisation and automation of efficient workflows and processes
* Swift resolution to issues and troubleshooting within SLAs
* Increase in Colleague and Manager self-service
* Effective control and oversight of colleague data, requests and artefacts
* GDPR compliance
* Effective prioritisation of cyclical data activities and new requests
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| **Financial*** Shape the continuous development and improvement of the people metrics, gather insight and analysis from people metrics and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and people metric trends
* Support with budget management and administration as required
 | * People metrics Vs feedback vs trends
* Increase in strategic decision making based on effective people metrics and trend analysis
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| **Member*** Contribute to the overall MPS member experience ensuring people data used is accurate, meaningful and trusted
* Understand how people data is collected and processed across the organisation and used to drive consistency across data principles and, where relevant, understand the relationships with colleague data to give greater decision-making insight
* Monitor and highlight emerging risks and issues arising from people data which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group
 | * Stakeholder management and feedback
* Effective and timely people risk identification and management
* Effective control and oversight of people data and artefacts
* GDPR compliance
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| **People*** Promote a positive candidate/colleague experience and champion a community environment which enables the diversity agenda, wellbeing of our colleagues and builds our reputation in the marketplace as an employer of choice
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
* Proactively use data and analytics to identify areas for continuous improvement across the employee lifecycle
 | * Delivery of Personal Development Plan
* Advocate diversity and wellbeing of colleagues across the Group
* Values and Performance Ratings
* Stakeholder management and feedback
* Increased employee engagement
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| **Risk*** Support the Head of People Operations with developing, implementing and maintaining the people risk framework and establishing a risk awareness mindset where People colleagues recognise the importance of proactive risk identification and management
* Ensure stakeholders requiring access to colleague data are cognisant of the risks involved in data processing, including but not limited to, adherence to GDPR and other relevant compliance requirements
* Design, implement and manage processes to capture and document requests for colleague data
* Design reports to monitor compliance with data quality rules that are fit for purpose, resilient, scalable, and future proof
* Identify and report risks, issues and breaches identified within the People team and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues
 | * Proactive risk identification
* People risk & control self- assessments
* Audit Actions
* GDPR Compliance
* Compliance with Data Retention Schedule
* People metrics within risk appetite and/or positive trends
* Effective control and oversight of colleague data, requests and artefacts
* Effective report building, tracking and maintenance
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| **Responsibilities (RACI)** |
| * Work with the Head of People Operations and various stakeholder groups to develop People Metrics and reporting that monitor the performance of the MPS workforce and highlight exposure against our Risk Appetite
* Alongside the People Data & Systems Lead, act as the technical expert and gatekeeper of the People Operations platforms (current and new)
* Support with risk management, budget administration, maintaining P&C frameworks as well as continuous improvement planning and execution
* Support supplier relationship management of main People Operations systems and technology
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role
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| **Key Governance Responsibilities** |
| * None, although may attend governance committees as required.
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Others |

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| **N**  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Significant, demonstratable experience working with the Cascade HRIS system as a systems admin expert
* Significant, demonstratable experience working in a people data analytics role primarily focused on HR reporting
* Advanced Excel (including vlookups, pivot tables, formulas, charts, slicers, dynamic fillers, etc)
 | * Excellent attention to detail
* Excellent written communication skills
* Excellent attention to detail
* Collaborative, can-do style and approach
* High-energy work ethic, ability to drive vision, drives change and delivers results
* Highly numerate and proficient at working with large data sets
* Excellent analytical skills
* Resilient and flexible approach to business needs
* Proactive with a solutions-driven mindset
* Pragmatic, able to balance business needs with the needs of security and data protection
 | * Building and scheduling enhanced office reports using Query Builder technology with the ability to create TSQL statements
* Designing and delivering insightful people reports, dashboards, data and trend analysis and data pack production for a variety of audiences across the business
* Experience with configuring roles, profiles and system access
* Raising support tickets and liaising with suppliers - troubleshooting
* Evidence an in-depth understanding of GDPR, different types of personal data and the requirements of consent and retention
* Designing and implementing people data controls including a data retention schedule
* Analysis of structured, semi-structured and non-structured data
* Automating processes and building new workflows
* Working with confidential people data
* Pulling data and reports from a variety of HR systems and producing meaningful and insightful data insights and reporting for a variety of audiences
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| **Desirable** | * Building Access databases
 |  | * Experience of other HRIS (preferably Tier 1)
* Experience working with the TribePad ATS system
* HR Administration and Payroll
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