Royal Hospital for Neuro-disability
Job Description

HR Information Systems Manager

Job title:	HR Information Systems Manager
Department:	Human Resources
Salary grade:	From £60,000 per annum (salary will be dependent on experience level)
Reporting to:	Associate Director of Workforce
Responsible for:	No direct reports

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

Accountable to the Associate Director of Workforce, the HRIS Manager is responsible for the design and delivery of a fit for purpose HRIS support model, including all relevant Policies, Processes, Systems, and Operating Model required to deliver excellent customer service, systems support and development.

To lead the HRIS support team once Workday, Optima and Wagestream are in production.

Key Accountabilities

- Leading the support and development Workday HCM & Payroll, Optima and Wagestream systems in production
- Designing, implementing and leading an effective HRIS support model, including creating mobilisation plan, transferring / hiring additional support team members into operational support roles, implementing governance policies & processes, onboarding AMS service, implementing case management tool and integrating BAU Process Owners into HRIS support model
- Playing an active role in configuration and testing activities during implementation
- Planning and managing formal Knowledge Transfer activities from SI and project team
- Analysing support tickets and presenting development opportunities to Process Owners post go live, tracking technology deficit during implementation to inform development roadmap
- Planning and executing upgrade regression testing during BAU operations

Key Responsibilities

- Attending regular programme board meetings, providing progress updates and input to regular project and system architecture reviews
- Identifying and resolving assigned risks and issues

- Attending system design workshops and verifying that decisions have been accurately documented
- Attending integration design workshops and providing inputs to architecture & integration designs
- Reviewing and validating integrations documentation created by SI and providing input to the Integrations Lead on any required changes to systems architecture and integrations specs
- Reviewing test management strategy, providing input to the Test Manger and Programme Manager as required, and supporting the Test Manager with creating test scenarios
- Shadowing SI as they configure foundation and prototype tenants, build integrations, create configuration documentation, fix defects and iterate solution designs
- Conducting Testing (Unit, User Experience, Security, Performance, Reporting & Analytics, end to end, UAT, Parallel, and production build smoke) and for accurately describing defects identified in the test management system
- Analysing impact of system & data changes on integrations
- Providing design input to Process Owners and Programme Manager for systems enhancements and defect fixes
- Providing input and guidance to Data Lead and Process Owners on design of new data sets
- Supporting Data Lead gather new data sets from Process Owners
- Supporting Process Owners with documenting notifications, help text and guidance documents
- Taking an active role in engaging business leaders and key influencers assigned by the Change Manager
- Supporting the Change Manager with input to change impact assessment and TNA of system designs, and delivering training to UAT teams and end users
- Supporting change agents manage resistance, responding to concerns & reinforce benefits
- Planning and executing assigned operational dress rehearsal activities
- Executing assigned elements of cutover plan including cutover of integrations
- Managing integrations decommissioning in collaboration with the Integrations Lead
- Providing inputs to technical go live readiness checklist (whitelisting, SSO, 2FA, mobile app distribution etc.), detailed cutover plan, integrations go live schedule, warranty support decisions, and plans for access to legacy data post go live
- Signing off Go/No Go readiness reviews (TOM, Policy, Process, Operational Readiness, Training & Change)
- Participating in Operational Readiness activities to prepare operational teams for go live
- Supporting project manager communicate changes to Master Data to all impacted stakeholders and system owners
- Reviewing error logs for integrations issues post production build
- Planning and delivering development activities post go live, including participating in technology roadmap and release schedule review meetings
- Fixing systems and integrations defects post go live, in line with agreed production governance processes

Person Specification

	Essential	Desirable
Experience	• Current experience in an HRIS management role • Hands on configuration experience of Workday • Hands on experience of supporting Workday integrations	• Previous experience of HR or business transformation • Previous experience of Workday implementation
Expertise –	• Capability to design HRIS policies, processes and systems that deliver excellent customer service and development excellence • Able to configure Workday Core HCM, Security and Payroll	• Previous project management experience • Previous change management experience
Qualifications & Certifications	• Previous Workday training	• Project or Change Management qualifications (Prince2, MSP, Prosci, CMP etc.)
Behaviours & Professional Attitude	• Spots opportunities for improvement and champions the user experience in design • Seeks out opportunities for improvement and drives for delivery of committed business benefits • Takes personal accountability for the effectiveness, efficiency and adoption of the systems they support • Proactive in promoting the overall change within HR and the business	• Takes a whole enterprise view of solution design

Our values

Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

Delivery on promises
Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.
Willingness to learn
Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks. Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.
Honesty and integrity
Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don't happen again.

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: