CREATING
COMMUNITIES
TOGETHER

SOUTHERN HOUSING

People Systems & MI Analyst

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting into the People Systems & MI Manager, you'll be responsible for providing a proactive, reliable and effective people systems and reporting service to internal stakeholders and the business. You'll provide people systems administration support, data reporting (including analysis, and visualization) for all People data in line with business needs and requirements. As a colleague in the People Team, you'll deliver a first-class service to other colleagues, residents and external customers and partners.

The location

You'll be based at one of our main offices in either Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Working closely with People Systems & MI colleagues to develop our people systems functionality to ultimately improve our processes and people data.

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

- Participating in system improvements such as building and configuring data fields, parameters, workflows and people processes as well as assisting with mandatory upgrades and UAT, enabling further development of meaningful people data and MI.
- Extracting data from all people systems in line with people reporting requirements.
- Acting as a first point of contact for any people data requests.
- Developing people reports and dashboards using SQL, Jaspersoft, Power BI and other data tools.
- Analysing people data and presenting to subject matter experts in various visual formats to illustrate relationships and trends to enable meaningful narrative reports to be developed.
- Maintaining and improving the monthly, BI-monthly and quarterly reporting process, ensuring raw data is available and accurate for analysis.
- Providing monthly headcount, turnover and other key statistics that require calculation for the Corporate Director for People including showing cumulative data trendlines.
- Providing data analysis and any ad-hoc reports when requested.
- Running and reviewing data integrity reports from the various people systems, ensuring identified actions are escalated for corrective action.
- Managing user access and maintaining accurate records and change control procedures.
- Auditing data as and when required to ensure controls are maintained and processes are being adhered to.
- Maintaining user guides and any system documentation.
- Participating in projects and assignments, including but not limited to producing process maps and guidance for project completion.
- As a systems SME, providing regular support and guidance to the wider People Team. Assisting with the delivery of systems-related training for the People Team and wider organisation, where required.
- Attending and engaging in any learning and development activities as appropriate for your role and as determined by management.
- Always maintaining confidentiality of data and departmental security.
- Working together in the team by providing cover and ensuring handover during leave or absence.
- Building and maintaining strong and positive relationships with colleagues within the business.
- Delivering an excellent people service to colleagues, the business, residents and externally.

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What you'll need:

- Proven and in-depth knowledge and technical experience of administering People/HR Information Systems including configuration, process improvement data extraction and housekeeping (previous experience of Zellis HCM (ResourceLink), Eploy or Kallidus would be an advantage).
- Proven experience of building people reports and dashboards to enable meaningful analysis.
- Advanced IT skills, particularly with MS applications
- Experience of working in a busy People Team environment
- Ability to code in SQL an advantage
- Exceptional time management skills and the ability to prioritise and meet deadlines
- Excellent problem-solving skills and effective interpersonal skills
- A friendly, approachable, flexible attitude to work and be a self-motivated, pro-active individual
- Analytical with excellent attention to detail
- Ability to learn new systems quickly and to manage large volumes of raw data
- Ability to provide statistical analysis of data including interpretation for different audiences
- Ability to demonstrate a good understanding of current key UK employment law relative to our people systems i.e. GDPR
- Ability to build strong relationships and work as one team sensitively and assertively
- Ability to communicate in a clear and compelling way to different audiences
- Ability to multi-task, manage competing priorities and solution focused
- Excellent written, verbal and numeracy skills
- 5 GCSE passes at grade C or above (or equivalent Grade 9-5) including English and Maths
- Certificate in HR Practice (or have equivalent experience)

No role profile covers every task/work requirement that may arise. Reasonable flexibility is required for all colleagues in carrying out work tasks/projects and in the way the role is delivered.

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