

HR Data & Systems Co-ordinator

Job Ref: REQ260487

The Department of Human Resources is a key professional service within the University. We support the University's mission by delivering a high quality, progressive, equitable and inclusive employment experience, working closely with leaders in the organisation. Our vision is for the University to be a diverse and inspiring place to work that enables people to be themselves and perform at the highest levels in support of the University's ambitions. The Department comprises the following teams:

- HR Partnering
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services
- Reward and Benefits
- HR Projects

Job Description

Job Grade: Managerial and Specialist Grade 6

Job Purpose

This is a hands-on specialist role for an experienced iTrent practitioner who thrives on problem-solving and operational leadership.

You will act as a iTrent subject matter expert, stabilising BAU activity, resolving complex system issues, and acting as a key operational layer between the HR Data and Systems team and senior team leadership. The role is critical in protecting senior Data and Systems team members capacity to focus on a major HR systems transformation programme and a parallel Finance system re-implementation.

You will work closely with HR, Payroll, Finance, HR Business Partners, IT and system suppliers (MHR), ensuring system stability and enabling effective use of iTrent across the organisation.

This is a high-impact role with autonomy, requiring strong judgement, technical expertise, and the ability to operate independently.

Job Duties

- Supervise and co-ordinate a small team providing HR system and data analysis support and administration that provides a high quality, solution focused HR service
- Act as an escalation point to support with resolution of complex HR system queries and issues raised by the BAU team
- Act as a subject matter expert filter between the BAU team and the Systems Manager / Team Leader
- Coordinate workload across the BAU team where system issues create peaks, helping to prioritise and sequence activity and manage risks.
- Be adaptable to changing priorities and allocate resources within the team accordingly
- Work in collaboration with colleagues in IT Services to ensure ongoing maintenance and functionality of HR systems including system upgrades
- Manage communication with internal stakeholders (HR, Payroll, Recruitment, Finance) on operational system matters, keeping senior colleagues out of routine correspondence
- Support the HR Data Analyst with end-to-end HESA return delivery including validation, coding, and submission. Work with stakeholders to resolve discrepancies. Contribute towards HESA sign off activities.
- Support producing and maintaining reporting using SAP Business Objects
- Feed operational insights into HR Systems transformation activity
- Maintain confidentiality in relation to people matters and information management complying with GDPR
- Ensure that all activities of the team have equity, diversity and inclusion embedded in them
- Any other reasonable duties assigned by the HR Data & Systems Manager and/or Director of HR

Organisational Responsibility

Reports to HR Data and Systems Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Strong hands-on iTrent experience	1,2,3
	HESA Staff Return delivery experience	1,2,3
	Higher Education HR systems experience	1,2,3
Skills and abilities	Strong troubleshooting capability	1,3
	Ability to work collaboratively within HR and internal / external stakeholders	1,2,3
	Ability to operate independently	1,2,3
	GDPR awareness in HR systems	1,2,3
Qualifications	University degree or equivalent experience	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience co-ordinating an operational systems team	1,3
Skills and abilities	SAP Business Objects reporting experience	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.