

HR Systems and Data Operational Lead

Job Ref: REQ260685

School/Department summary:

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 across 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:

- Employee Relations
- HR Partnering, including Reward and Benefits
- HR Services
- HR Systems and Data
- Payroll Services
- Recruitment and Resourcing

Job Description

Job Family and Grade: Management and Specialist Grade 6

Job Purpose

To provide operational leadership and specialist iTrent expertise within the HR Data and Systems team, ensuring the effective delivery of business-as-usual services during a period of significant system transformation.

The postholder will act as the senior operational lead for HR systems administration, data management and issue resolution, enabling senior team members to focus on the delivery of major HR system transformation programme.

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

Job Duties

- Act as the lead operational subject matter expert for iTrent and associated HR systems
- Manage day-to-day HR Data and Systems team activities, ensuring service levels, priorities and deadlines are achieved
- 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 / Deputy Manager
- 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 system 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
- Ensure the integrity, accuracy, security and confidentiality of HR data, maintaining compliance with GDPR and other regulatory requirements
- Ensure all activities are undertaken in accordance with the University's commitment to equity, diversity and inclusion
- Undertake any other duties commensurate with the grade of the post

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: HR Data and Systems Manager.

Direct Reports: HR Systems Specialist, HR Data Analyst & Senior HR Data Officer

Structure Chart: [HR - Meet the team | Human Resources | Loughborough University](#)

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
	Experience of leading a team	1,3
	Ability to prioritise tasks and work under pressure to meet deadlines	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
	Competent in Microsoft applications, e.g. Word, Excel, Teams, Power Automate, Outlook	2,3
	Commitment to equity, diversity and inclusion	1,3
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 person's 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.