



# iTrent & People Systems Coordinator

Service	Reporting to	Location	Grade
HR and OD HR Operations	Pay & HR Operations Manager	Salford Civic Centre	3B

## About the role

- As iTrent and People Systems Coordinator you will support the delivery of key HR and OD activity and responsibilities, including recruitment and onboarding, payroll, pensions, and HR systems.
- Work with a variety of systems and processes to ensure that HR and OD can carry out day to day activity, these include integrated iTrent, Customer Relationship Management systems and other systems to support delivery of the function.
- Act as key liaison with the Councils Digital, Data and Technology (DDaT) team to help maintain key HR operations, identify system developments and improvements.
- Work on specific projects related to HR and OD systems development.
- Provide support and guidance to managers and employees on the effective use of our HR Systems to support them in their roles.
- Coordinate and lead on user acceptance testing for our HR Systems and digital solutions.
- Have a sound knowledge of legislation relating to HR and OD, including payroll, recruitment and onboarding and how our systems can support these in practice.
- Problem solving and looking for new and innovative ways of working is an essential element to this role.
- To support streamlining the internal processes to support increased automation within the recruitment, onboarding, payroll, pensions, and HR functions.
- Support and help to maintain system data and information ensuring the contents and establishment records are accurate and up to date.
- Have knowledge of General Data Protection Regulations (GDPR) and the responsibility of HR and OD and the system functionality that supports compliance.
- Support the HR Consultant to ensure that management information and workforce data is readily and easily accessible.
- To provide excellent customer service to the HR and OD service, creating a positive, dynamic, open, and supportive environment to customers and staff as well as partner organisations and external suppliers.

## Key outcomes

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- To support the Payroll and Pensions team and the Recruitment and Talent team to improve processes, making best use of systems, automation, and best practice.
- Work on key HR and OD projects to support key HR Operations.
- To support the continuous review and need of the organisations HR Systems, planning, implementation, and enhancement of systems changes to help deliver a smooth user experience.
- Actively engage with the workforce to seek and listen to the views of staff, managers, and customers to influence and improve workforce system practices.
- Support the development of data capture solutions to enable employees to maintain their own personal data and that it is current and up to date meeting GDPR requirements.

## What we need from you

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- Experience and knowledge of People systems and how they relate to the delivery of HR, OD and Payroll services.
- Extensive experience of using Microsoft Applications.
- Be able to demonstrate the delivery of an excellent People centred customer service.
- Excellent relationship management skills with the ability to develop effective relationships with key stakeholders and colleagues.
- Methodical approach and ability to prioritise workloads
- The ability to work at a high level of detail and accuracy in a pressurised environment, with tight deadlines
- Have a flexible and adaptable approach to support colleagues and service areas of the Council and have a clear focus on delivering positive outcomes for our customers.
- To model and demonstrate our values and behaviours.

# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

## Tailored Development

Training in the use of specific HR Systems will be available in conjunction with the Council's DDaT team.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council