

People Technology & Information Manager

Service	Reporting to	Location	Grade	Salary	Hours
HR and OD HR Operations	Pay & HR Operations Manager	Salford Civic Centre	4B	£47,181 – £50,269	36.00

About the role

- Lead the delivery, development and continuous improvement of People Technology, workforce data and management information, bringing together system administration, process optimisation, reporting and system security into a single, joined-up service that supports operational delivery and informed decision-making
- Drive improvements in the experience of colleagues and managers using HR systems, ensuring processes are clear, accessible and aligned to user needs, and promoting a user-focused approach that reduces complexity and improves usability
- Provide leadership and direction to colleagues specialising in People Technology and workforce data, managing priorities and developing a high-performing, flexible team able to deliver across people technology and reporting disciplines
- Take ownership of People Technology systems, including iTrent, ensuring they are maintained, developed and optimised to support the HR and OD service, from recruitment, onboarding and payroll through to pensions, employee relations and people development
- Develop and maintain effective working relationships with colleagues, managers and stakeholders, ensuring HR systems are supported, understood and used effectively, with a strong focus on user engagement, guidance and training
- Lead system configuration, upgrades, testing and ongoing enhancements, delivering improvements that streamline processes, improve usability and increase automation for colleagues and managers
- Manage system access and security, ensuring appropriate user permissions are in place, access arrangements are clear and proportionate, and processes comply with data protection and information governance requirements
- Ensure system access is regularly reviewed, audited and controlled to maintain system integrity, protect sensitive workforce data and enable colleagues to carry out their roles effectively
- Lead the provision and development of workforce data and management information, ensuring data is accurate, compliant and accessible, and clearly presented to support understanding of workforce trends, organisational performance and service needs, enabling colleagues and managers to interpret information and take informed action

- Support the development of workforce data and management information capability, improving the quality, accessibility and use of information to build understanding, inform decision-making, and support improved outcomes for people and services over time
- Work collaboratively with HR and payroll colleagues, Finance, Digital and Data teams, and external suppliers to ensure systems, data and security controls are integrated, aligned and delivering value
- Support the effective use of People Technology, including self-service tools, to improve efficiency, data quality and the overall experience for colleagues and managers
- Balance technical system management with a strong focus on service delivery, ensuring people systems, data and processes are designed and maintained with the needs of colleagues and managers at the centre

Key outcomes

- A stable, secure, and well-managed People Technology environment that supports core HR and payroll services
- Effective control and management of system access, ensuring appropriate permissions, regular reviews, and compliance with information governance requirements
- Protection of sensitive workforce data through robust system security, access controls, and audit processes
- Improved colleague and manager experience when using HR systems, with clear, efficient, and user-friendly processes
- Increased confidence and capability of colleagues and managers in using HR systems and data
- Reduced manual work, duplication, and queries through improved system design and usability
- Streamlined and automated HR processes that improve efficiency and colleague experience
- High-quality workforce data that is accurate, accessible, and consistently maintained
- Clear, reliable, and timely workforce reporting that supports operational management and decision-making
- Improved use and understanding of workforce data, with management information that supports informed decision-making and contributes to better outcomes for people and services
- Effective integration between HR systems, data, and wider corporate systems (including finance and digital platforms)
- Strong governance in relation to data quality, GDPR, system access, and audit requirements
- A high-performing, collaborative team with the skills and capability to deliver across systems and data disciplines
- Continuous improvement in how HR systems, security, and workforce data are used to support services and colleagues

What we need from you

- Strong leadership and people management skills, with the ability to motivate, develop, and support colleagues across specialist areas
- Strong relationship-building and stakeholder management skills, with the ability to work collaboratively with colleagues, managers and partners to support, guide and enable the effective use of HR systems, including the delivery of training and user support
- Understanding of how system design and processes impact colleague and manager experience
- Ability to identify opportunities to simplify processes and improve usability for end users
- Experience of supporting or enabling users to make effective use of systems (e.g. guidance, training, or improvements)
- Proven experience of working with HR systems, including iTrent, and a strong understanding of how systems support HR and payroll processes, including the ability to lead, support and challenge technical system activity
- Experience of managing or overseeing system access, security controls, or user permissions within a system environment
- Good understanding of data protection, information governance, and the importance of maintaining secure and controlled access to sensitive data
- Experience of working with workforce data and management information, including producing and interpreting reports
- Ability to use workforce data and management information to identify trends, support decision-making, and drive service improvement
- Strong analytical thinking and problem-solving skills, with the ability to investigate issues and implement practical solutions
- Experience of working with a range of stakeholders, including HR, Finance, Digital/Data teams, and external suppliers
- Ability to manage competing priorities and lead delivery across both operational and project-based work
- Strong communication skills, with the ability to explain systems, data, and security requirements clearly to a range of audiences
- A collaborative and proactive approach, with a focus on continuous improvement and delivering positive outcomes
- Experience of contributing to or leading system improvements, reporting development, or service improvement activity
- To model and demonstrate our values and leadership behaviours, creating a positive, inclusive, and high-performing team environment

What we can offer you

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 your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

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](https://www.instituteforapprenticeships.org/) website.

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](https://www.ideaschools.co.uk/).

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 leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

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

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.

Role details

Completed by: David Ratchford

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Job code: CHR00119

Job score: 560

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