

Role Profile

Role:	People Systems and Data Analyst
Directorate:	People
Salary Band:	Band 6
Post Reference:	CEO50
Job Evaluation Date:	19 August 2026
Role Statement of Purpose:	To provide technical people management information, workforce analytics and reporting expertise to support evidence-based decision making across TfGM, including the development and maintenance of accurate, accessible and compliant people MI, dashboards, datasets and reporting processes. The role will also provide support with the ERP project and system work, including deputising for the HR Shared Services and Information Manager on this activity.
Reports to:	HR Shared Services & Information Manager

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Deliver people analysis and people related projects to meet business and operational needs.	• Undertake and lead the analysis of complex people and workforce data to produce insight on key HR metrics, workforce trends, risks and opportunities. • Use data from HR systems, recruitment platforms, payroll, establishment, absence and workforce planning sources to provide clear insight and recommendations on areas such as headcount, FTE, vacancies, turnover, absence, employee lifecycle activity, diversity data and strategic workforce demand. • Apply data quality checks, reconciliation and validation processes to ensure people data is reliable, compliant and fit for purpose. • Lead or support system implementation, enhancement and testing activity.
2.	Develop and produce reporting criteria.	• Develop, maintain and improve MI reports, dashboards and reporting processes, using tools such as Excel, Power Query, Power BI and relevant people related systems to ensure information is accurate, consistent and accessible. • Lead the production of performance reports for internal and external audiences, ensuring information is provided within required timescales in

		a clear, concise and understandable format. • Develop new and innovative reporting criteria to meet current and future operational requirements across all aspects of reporting.
3.	Manage and maintain people data and systems, workforce intelligence and MI datasets.	• Establish and maintain consistent approaches to collecting, validating and managing people data from systems, recruitment platforms, payroll, absence, establishment and workforce planning sources. • Work collaboratively across teams to improve data quality, resolve discrepancies and ensure people data is accurate, accessible and fit for purpose. • Support system implementation, configuration, enhancement and testing activity.
4.	Drive continuous improvement in people MI tools, reporting methods and people analytics capability.	• Keep up to date with developments in MI, people analytics, data governance, reporting tools and dashboard functionality to ensure reporting remains accurate, relevant and fit for purpose. • Regularly review and improve the tools, templates, reporting methods and analytical approaches used to produce MI, identifying opportunities to streamline, automate and improve consistency. • Develop and share knowledge across People Services and relevant stakeholder teams to build confidence and enhance skills in using workforce data, dashboards and reporting outputs. • Apply appropriate data protection, GDPR and information governance requirements when handling, analysing and reporting on sensitive people data. • Lead, coach and develop HR Shared Services colleagues in the use of people data, systems and reporting tools, building capability and supporting continuous improvement across the team.
5.	Communicate technical people related MI and workforce insight clearly to stakeholders.	• Build positive, collaborative working relationships with People colleagues, managers and key stakeholders to understand reporting needs and support effective use of people data. • Translate complex technical data, reporting logic and workforce analysis into clear, accessible insight for non-technical audiences, providing solutions and enabling informed decision-making. • Communicate analysis, trends and recommendations through appropriate channels, including dashboards, reports, briefings and presentations. • Adapt communication style and level of technical detail to suit different audiences, ensuring people data is understood, trusted and used appropriately. • Present complex people data and analysis to

		managers and senior stakeholders, influencing decision making through evidence-based recommendations
6.	Meet time and quality requirements to deliver data and insight in accordance with operational requirements.	• Manage a multi-priority people MI workload, balancing planned reporting activity with ad-hoc requests from managers and wider business stakeholders. • Regularly review and reprioritise workplans to reflect changing reporting needs, deadlines, data availability and competing priorities. • Work collaboratively with People colleagues, managers and relevant stakeholders to agree reporting requirements, data definitions, delivery timescales and appropriate reporting methodologies. • Use and develop technical knowledge of HR systems, reporting tools and people data sources to establish effective reporting processes, dashboards and MI outputs. • Ensure MI outputs are delivered within agreed timescales and quality standards, with appropriate checks for accuracy, consistency and data protection requirements.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Compliance with organisational policies and relevant legislation	• Data Protection legislation • TfGM Safety Management System • Bus Operator contractual management • Dignity at Work Policy; • Information assurance and security in line with Cabinet Office requirements; • Risk Management • Equality and Diversity legislation • TfGM Vision and Values • TfGM's Behaviours and Competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies

Key Contacts	Key internal stakeholders, depending on role requirements and function.
Direct reports	None
Budgetary responsibility	None

Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG
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Office Use Only	Updated	Updated	Updated	Updated	Updated
Created By					
Billy Kilcoyne	July 2026				

Person Specification

People Systems and Data Analyst <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience, Knowledge and Skills:
E1	Strong experience of using reporting tools and data analysis software to extract, manipulate, validate and present data using data visualisation tools.
E2	Skills in problem solving and developing and enhancing processes and methodologies in response to business and operational needs, with a demonstrated interest in numerical and analytical tools and techniques.
E3	Experience of working with multiple stakeholders to understand data requirements, agree reporting outputs and explain technical data or analysis clearly to non-technical audiences.
E4	Proven ability to prepare reports, briefings and updates to recognised quality standards within agreed timescales.
E5	Analytical skills and proven ability to articulate options clearly.
E6	Ability to respond positively to an evolving multi-priority workload and ensure outputs are not affected during periods of peak activity.
E7	Flexibility, adaptability and a willingness to learn.
E8	Experience of working to tight deadlines.
D	Desirable Experience:
D1	Experience of a programming language.
D2	Experience of using Power Platform, including Power BI and Power Automate.
EQ	Essential Qualifications – Technical, Vocational or Educational:
EQ1	Educated to Degree level or have equivalent levels of experience.
EA	Essential Attributes:
EA1	The ability to work effectively as part of a team.
EA2	A logical, systematic and innovative approach to problem solving.
EA3	Ability to use initiative to assess client requirements and recommend appropriate data and reporting solutions.
EA4	Excellent and effective written and verbal communication skills, adapting the style of communication as necessary to meet the needs of all stakeholders.
EA5	Personal behaviour that is in line with the TfGM statement of values and behaviours.