

People digital and improvement lead

Corporate and People > Human Resources

What's it all about

Your role helps us deliver a modern, effective and digitally-enabled People service by overseeing our approach to People Systems, reporting and continuous improvement.

You'll lead a team and guide how we use our systems, data and digital tools so they support good decisions, efficient processes and a great experience for colleagues. Working closely with our leaders in Corporate and People, NHG Digital, and our system suppliers, you'll guide priorities and ensure improvements are well-designed and adopted.

Your role helps us understand how our people data, processes and systems fit together, turning insight into action and enabling the wider HR team to work in smarter, more connected and more consistent ways.

How you'll make a difference

Your role helps us get the best from our People Systems, data and digital tools by setting clear priorities, shaping improvements and making sure changes lead to real benefits for colleagues and the organisation. You'll develop the insight we need from our people data, and drive improvements to how HR works by simplifying processes, reducing inefficiencies and ensuring our systems and reporting support compliance and confident, evidence-based decisions. You'll lead a small specialist team, ensuring that they are empowered to deliver value added services across the people directorate.

How you'll do it

People Systems & digital capability

- Deliver our People Systems services, ensuring they support efficient processes, compliance, good data flows and a positive experience for colleagues.

- Shape priorities for system improvements and enhancements, making sure changes are well-designed, tested and adopted across HR.
- Oversee system maintenance, releases and upgrades, working with suppliers and ISC/corporate teams to ensure platforms remain stable, secure and fit for purpose.
- Provide oversight for system configuration and governance, ensuring decisions are consistent, controlled and aligned across platforms.
- Build strong, effective relationships with suppliers to ensure we get value for money and make full use of functionality that can improve how we work.
- Oversee HR's digital and improvement projects by ensuring they are well-scoped and delivered effectively, managing priorities, resources and risks.

Reporting, insight & data governance

- Translate strategic requirements from senior leaders into clear reporting standards and KPI definitions that give the business the information it needs to make informed decisions.
- Oversee the development of Power BI dashboards, external reporting and benchmarking, ensuring outputs are accurate, contextualised and meaningful.
- Develop our ability to bring different data sets together giving us both broader and focussed views of our people.
- Strengthen data governance and literacy across HR by ensuring reporting is consistent, high-quality and well-understood.

Continuous improvement and ways of working

- Influence continuous improvement across HR by identifying opportunities to simplify processes, reduce inefficiencies and strengthen how our people services operate whilst remaining compliant.
- Work with HR leaders and colleagues to understand pain points, redesign workflows and ensure improvements are well-prioritised, well-managed and supported by the right systems and data.
- Champion consistent, digitally-enabled ways of working across HR, helping teams adopt new approaches and embed changes that improve the experience for colleagues and customers.

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements –at least two days in an office working with others.

- including scoping, governance, planning and change management.
- Strong understanding of HR processes and how digital tools, workflow design and reporting can improve efficiency and consistency.
- Strong planning and project management skills across a programme of work and ability to track and measure outcomes.

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Essential knowledge, experience and skills

- Experience leading, coaching and delivering through own team and others.
- Significant experience overseeing reporting and insight frameworks, including design of insight dashboards, KPIs, benchmarking, bringing different data sets together and external reporting requirements (experience with PowerBI is essential).
- Experience leading improvements across People systems with a good understanding of how systems, data and processes connect (experience with iTrent, Cornerstone or Tribepad desirable).
- Experience delivering or overseeing digital or HR improvement or implementation projects,