Sanctuary Group

Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

HR ANALYST PROGRAMMER

WORCESTER

£29,850 TO £32,133 PER ANNUM, 35 HOURS PER WEEK

For a highly motivated IT professional, this is an excellent opportunity to develop your capabilities in an organisation committed to giving ordinary people a better quality of life.

Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE) and able to work well in a team environment, you will help support over 7,000 staff in locations throughout the UK. It is all about working closely with internal and external customers to ensure our computer information systems are fully functioning and developing in-line with evolving business needs.

You will have experience of working with HR/Payroll systems (specifically Northgate Resourcelink/PS Enterprise), along with technical knowledge of Microsoft Office particularly Excel and VBA, a Windows development language preferably .Net and exposure to MS SQL Server or Oracle database environments.

This is a chance to get involved with a rapidly growing organisation and provide the crucial support we need to move forward.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1652.

Closing Date: 5pm on 24th February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Job Reference: CIS15b

ANALYST PROGRAMMER (HR)

Reports to:	Systems Development & Support Manager
Scope:	▪ Office based role with occasional travel ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To undertake analysis and development of IS systems and support services and implement improvements to enable efficient and effective working for customers.

CONTEXT

This job sits within the Information Systems function based in Worcester. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers.

The job holder will work with customers within specified business areas to understand their requirements for IS systems and functionality. The job holder will implement system improvements and development to deliver these requirements. The job holder will take specific responsibility for the HR systems for the Group.

The key business objectives of this job are to:

- Implement new solutions and system improvements to meet customer IS requirements.
- Analyse the IS systems to identify improvements.
- Maintain and support deployed systems, particularly ensuring that Payroll runs accurately and on time.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Work with IS support teams, external suppliers and business users to maintain business applications and improvements that meet the needs of customers. This includes performing scheduled maintenance or data update tasks such as yearend payroll processing.
   Measure: Feedback from colleagues, quality of specifications, improvements delivered

2. Analyse customer and system information to support the effective delivery of IS service improvements, including updating coding as required, testing of improvements and implementation.
   Measure: Analysis undertaken, IS service improvements delivered, quality of coding, testing and implementation, customer feedback

3. Assist with the effective appraisal of new technologies and their suitability in meeting Group needs and scalability to support the delivery of new, and integration of existing, IS infrastructure services to meet the future needs of the Group.
   Measure: Cost savings, quality of appraisals, suitability of technology recommendations, customer feedback

4. Assist with the delivery of new, and integration of existing, IS systems/applications to meet the future needs of the Group, including effective appraisal of new technologies and their suitability in meeting Group needs and scalability.
   Measure: Quality of appraisals, suitability of technology recommendations, customer feedback

5. Assist with the analysis of customer needs to identify system/applications developments and enhancements, working with internal and external stakeholders to scope service and product improvements that meet the current and future needs of IS customers and liaising effectively with suppliers as necessary.
   Measure: Accuracy of analysis and suitability of recommendations, quality of business cases for developments and product improvements, customer/stakeholder feedback

RESOURCES

Finance	None
Staff	None
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
Continuous Improvement	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
Customer Service	Takes personal responsibility for resolving customer service issues.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
Qualifications and Attainments		
▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE)	√	
Work Experience		
▪ Proven experience of HR/Payroll Systems (preferably PS Enterprise)	√	
▪ Proven experience of SQL or Oracle SQL* Plus	√	
▪ Working knowledge of Oracle and/or SQL server database environment		√
▪ Working knowledge of a Windows development language (particularly Visual Basic)	√	
▪ Proven experience of working to deadlines and prioritising work loads	√	
▪ Working knowledge of PSe Yourself self-service module	√	
▪ Working knowledge of Cognos Impromptu or similar report writer	√	
▪ Some experience of Financial Systems (preferably SUN financials and Bacs)		√
▪ Some knowledge of Windows XP and Windows Terminal Server		√
Skills		
▪ Excellent communication skills including clear written and spoken English	√	
▪ Good interpersonal and customer care skills	√	
▪ Ability to interpret computerised information and documentation	√	
▪ PC literacy — Basic Microsoft Word or similar		√
Intermediate Microsoft Excel or similar		√
Email and internet communications	√	