

Job Description – HR SuccessFactors Systems Lead

About the Role

This role will work directly with the Head of HR Systems to provide thought leadership and design insight for our HR system Success Factor Employee Central and Recruiting & Onboarding. Representing the needs and interests of People Services Hub and the leadership within whilst working with stakeholders and colleagues across the University to deliver an optimum HR system.

This role will focus on integrating Success Factors Employee Central and Recruiting & Onboarding system related BAU activities as well as supporting the ongoing development in line with business requirements. It will also help support the development of internal capability and capacity.

Key Responsibilities

- In conjunction with Head of HR Systems, provides thought leadership on SuccessFactors Employee Central and Recruitment & Onboarding Modules
 - Alongside the Head of HR Systems, acts as a strategic advisor to the Director of People Services Hub and associated teams, and works closely with them to provide insight into the art of the possible in Employee Central & Recruitment & Onboarding
- Works in close partnership with IT – ERP Team to ensure alignment on deliverables and priorities are maintained.
- Facilitates all relevant decisions within the unit on Employee Central & Recruitment & Onboarding content and developmental priorities.
- Works with the Head of HR Systems & wider PS Leadership team to ensure that their needs of the system are clearly understood and a clear roadmap from inception to delivery is developed.
- Works alongside the IT – ERP Team to plan and execute the short, medium and long-term product roadmap of technological development for SF products.
- Leading and managing a team responsible for HR systems
- Acts as the initial point of escalation for Tier 2 level issues relating to Success Factor related products.
- Supports and drives continuous improvement within Employee Central & Recruitment & Onboarding along with the IT – ERP team and service delivery teams in People Services.

- Works in partnership with Head of HR Systems to develop internal capacity and capability to manage and improve Employee Central as a source of accurate and relevant workforce data.

Skills and Experience

Essential:

Experience

- Extensive SAP SuccessFactors Product experience – strategic and delivery
- Extensive, proven experience in defining HR lifecycle process system support from implementation to adoption/enhancement and to continuous improvement.

Skills and Behaviours

- Role models the OU Values; Inclusive, Innovative and Responsive
- Demonstrates personal confidence and resilience without arrogance
- A strong commitment to excellence in working with a diverse student population
- Connecting and Communicating
 - Builds and maintains strong relationships up to and including Executive Board Level
 - Able to influence without formal authority across organisational boundaries
 - Actively listens and observes; seeks to understand before intervening
 - Able to raise sensitive issues without alienating colleagues
 - Demonstrates political sensitivity
- Adapting Learning and Coping
 - Continually scans the horizon to catch issues early
 - Able to flex behaviour to meet the needs of the situation
 - Willing to experiment, test and learn
 - Able to own and learn from mistakes
 - Stays positive, supportive and effective under pressure
- Taking Ownership for delivery
 - Tenacious in unfamiliar, ambiguous and complex situations
 - Proactively identifies required action and possible barriers to progress, in advance
 - Thinks ahead, prioritises, aligns necessary resources and plans as necessary
 - Takes ownership for supporting delivery against commitments, despite challenges, difficulties, and workload.

Essential:

- SuccessFactors position management knowledge and experience
- HR system implementation and ongoing development/change

Desirable:

- Has worked in an HE or Public sector or Professional Services environment and understands how to navigate the complex, matrixed environment.

- Experience of working in an agile set up with an understanding of agile delivery cadence.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential. We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.

