

People Systems & MI Analyst

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting into the People Systems & MI Manager, you'll be responsible for providing a proactive, reliable and effective reporting and systems service to internal stakeholders and the business. You'll provide data reporting, analysis, visualisation and systems administration support for all People data in line with business needs and requirements. As a colleague in the People Team, you'll deliver a first-class service to other colleagues, residents and external customers and partners.

The location

You'll be based at one of our main offices in either Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Working closely with People Systems & MI colleagues to develop, create or change key data and functionality, aiding with system development and change.
- Extracting data from all people systems in line with people reporting requirements.
- Acting as a first point of contact for any people data requests.
- Developing people reports and dashboards using SQL, Power BI and other data tools.
- Analysing people data and presenting to subject matter experts in various visual formats to illustrate relationships and trends to enable meaningful narrative reports to be developed.
- Maintaining and improving the monthly, BI-monthly and quarterly reporting process, ensuring raw data is available and accurate for analysis.
- Providing monthly headcount, turnover and other key statistics that require calculation for the Corporate Director of People including showing cumulative data trendlines.
- Participating in system improvements such as maintaining service conditions and parameters, upgrades and UAT, enabling further development of meaningful data and MI.
- Running and reviewing people data integrity reports from the various people systems, ensuring identified actions are escalated for corrective action.
- Managing user access and maintaining accurate records and change control procedures.
- Auditing data as and when required to ensure controls are maintained and processes are being adhered to.
- Maintaining user guides and any system documentation.
- Participating in projects and assignments, including but not limited to producing process maps and guidance for project completion.
- As a people data and systems SME, providing regular support and guidance to the wider People Team. Assisting with the delivery of systems-related training for the People Team and wider organisation, where required.
- Attending and engaging in any learning and development activities as appropriate for your role and as determined by management.
- Always maintaining confidentiality of data and departmental security.
- Working together in the team by providing cover and ensuring handover during leave or absence.
- Building and maintaining strong and positive relationships with colleagues within the business.
- Delivering an excellent people service to colleagues, the business, residents and externally.

What you'll need:

- Proven and in-depth knowledge and experience of People/HR Information Systems and extracting data and building reports from these systems (previous experience of ResourceLink HCM, Jaspersoft, Eploy, Kallidus would be an advantage)
- Proven experience of building people data dashboards, people KPI data and handling complex data sets, to enable meaningful analysis
- Proven experience of building and scaling PowerBI and reporting environments
- Ability to produce visual dashboards and reports with quick turnaround times and tight deadlines
- Ability to provide statistical analysis of data including interpretation for different audiences
- Ability to code in SQL
- Advanced IT skills, particularly Excel as well other MS applications
- Experience of working in a busy People Team environment
- Exceptional time management skills and the ability to prioritise and meet deadlines
- Excellent problem-solving skills and effective interpersonal skills
- A friendly, approachable, flexible attitude to work and be a self-motivated, pro-active individual
- Ability to learn new systems quickly and to manage large volumes of raw data
- Ability to demonstrate a good understanding of current key UK employment law relative to our people systems i.e. GDPR
- Ability to build strong relationships and work as one team sensitively and assertively
- Ability to communicate in a clear and compelling way to different audiences
- Ability to multi-task, manage competing priorities and solution focused
- Excellent written, verbal and numeracy skills
- 5 GCSE passes at grade C or above (or equivalent Grade 9-5) including English and Maths
- Certificate in HR Practice (or equivalent experience)

No role profile covers every task/work requirement that may arise. Reasonable flexibility is required for all colleagues in carrying out work tasks/projects and in the way the role is delivered.

Size and scope of role	
LT Directorate:	People
JP Last updated:	1 October 2026