JOB DESCRIPTION: WORKFORCE SYSTEMS & INSIGHTS ANALYST

This job description outlines the overall purpose, key responsibilities, expected standards and main requirements of the role. It is intended to provide clarity about what the role involves, how it contributes to the organisation's objectives, and the behaviours and ways of working expected. It should be read alongside relevant organisational policies, procedures, values and any supporting frameworks.

OUR VALUES

We work to inspire everyone across Edinburgh to be active to improve their health and wellbeing. We role model the following values and encourage the same from others:

We are **INCLUSIVE**, we welcome and include everyone.

We are **KIND**, we respect and care for everyone.

We are **WORKING TOGETHER**, to realise the power of physical activity.

We are **CREATIVE**, we test new ideas and develop solutions to continuously improve.

We are **HELPFUL**, we are knowledgeable and empowered to enhance customer's experience and promote wellbeing.

JOB PURPOSE AND IMPACT

To support the effective delivery, development and continuous improvement of Edinburgh Leisure's People and HR information systems, ensuring people data, workflows, reporting and user guidance are accurate, accessible and aligned with organisational needs.

This role contributes to efficient people management, evidence-based decision making and positive user experience by helping managers, employees and HR colleagues use HR systems consistently and confidently. Accurate systems administration, reporting and process improvement help protect data quality, support compliance and enable the HR service to deliver timely, reliable and customer-focused support.

KEY RESULT AREAS

Key Result Areas set out the core responsibilities and expected outcomes of the role. They provide a framework for performance, accountability and continuous improvement and should be read alongside Edinburgh Leisure's values, behavioural expectations, policies and procedures.

1. **HRIS Administration, Data Quality and Compliance**

Maintain accurate, secure and reliable HR system records so that people data can be trusted and used confidently across the organisation. Ensure routine system administration, data checks and updates are completed within agreed standards and timescales and in line with organisational procedures and data protection requirements.

- Process employee lifecycle changes, system updates and access requests accurately and within agreed timescales, ensuring approvals are confirmed, access is appropriate to the user's role and records are complete and auditable.
- Carry out data quality checks, correct discrepancies and escalate complex, high-risk or recurring issues appropriately.
- Maintain clear and auditable records that support data protection, retention, access control and compliance requirements.
- Provide responsive user support and clear guidance that promotes consistent, accurate and confident use of HR systems.

2. **Reporting, Insight and Workforce Information**

Provide timely, accurate and meaningful workforce information that enables managers, HR colleagues and senior stakeholders to understand performance, identify risks and make evidence-based decisions. Ensure reporting outputs are validated, clearly explained and fit for their intended purpose.

- Produce regular and ad hoc reports, dashboards, KPIs and workforce information within agreed timescales.
- Validate and explain data outputs so that users understand the findings, limitations and implications.
- Identify trends, patterns, risks and emerging issues and communicate relevant insight to support planning and action.
- Improve reporting methods, data sources and controls to reduce manual effort and increase consistency and reliability.

3. System Improvement, Testing and Change Support

Deliver practical improvements to HR systems and processes that increase efficiency, strengthen data quality and provide a clear and user-friendly experience. Ensure system changes are tested, implemented and communicated effectively to minimise disruption and support successful adoption.

- Identify and prioritise improvements to workflows, data capture, guidance and reporting based on user needs, risk and organisational benefit.
- Complete system testing, document results and track issues through to appropriate resolution before changes are implemented.
- Coordinate implementation activity and user communication so that upgrades, fixes and process changes are introduced effectively.
- Work with HR, managers, payroll, ICT and system suppliers to resolve issues and secure sustainable improvements.

4. Governance, Compliance and Data Protection

Provide assurance that workforce data, HR systems and reporting processes are accurate, secure, auditable and compliant with legal, regulatory and organisational requirements. Ensure risks and control weaknesses are identified, escalated and addressed appropriately.

- Apply UK GDPR, data protection, information governance and organisational requirements consistently in the administration and use of HR systems.
- Maintain appropriate access controls, data handling practices and audit trails to protect confidentiality and information security.
- Support audits, compliance reviews and data assurance activity, providing accurate evidence and implementing agreed improvements.
- Monitor data and system controls, escalating significant risks, breaches or recurring weaknesses promptly.

5. User Support, Guidance and Training

Enable managers, employees and HR colleagues to use HR systems effectively by providing clear guidance, practical support and user-focused training. Promote consistent system use and support confidence in HR processes.

- Respond to user queries, troubleshoot routine issues and provide clear guidance in plain language.
- Develop and maintain user guidance, process notes and training materials for HR system users.
- Coach others to build knowledge and competence in system processes, data entry standards and reporting tools.

RESPONSIBILITY FOR RESOURCES – STAFF

No direct line management responsibility, but will provide guidance, coaching and support to system users and HR colleagues as required.

RESPONSIBILITY FOR RESOURCES – FINANCE & LEVEL OF FINANCIAL CONTROL

No direct budget management responsibility. Will support accurate workforce reporting, system records or invoice/admin processes that inform financial planning or cost control

RESPONSIBILITY FOR RESOURCES – PHYSICAL & PROCUREMENT

Regular use of standard office equipment, systems and software, including computers, telephones, HR systems and business applications. This includes Microsoft 365 applications and reporting tools.

RESPONSIBILITY FOR RESOURCES – DATA & INFORMATION

You have direct responsibility for the HR systems, data and applications used across the organisation. You will regularly handle, analyse and interpret workforce and HR data, including sensitive personal data, which must be managed securely and in full compliance with UK GDPR, data protection requirements and organisational policies. You are authorised to make appropriate adaptations to HR systems and data structures to improve user experience, provide reliable information to the business and support evidence-based decision making. Information must be shared only with appropriate colleagues for legitimate business purposes.

GUIDELINES AND EXPECTATIONS - COMMUNICATION & REPRESENTING THE ORGANISATION

You are expected to communicate effectively with colleagues and suppliers, while demonstrating Edinburgh Leisure's values and Essentials Behaviour Standards. You should treat everyone with respect and adapt your communication style to suit the audience and situation. Engage with others to build positive relationships, gather and share knowledge.

Exchange routine information with colleagues and customers using clear written and verbal communication, ensuring the message is understood by the recipient. Teach, coach or train others to learn a new skill or build knowledge and competence.

Provide and verify HR data for input into business cases and management reports. The information you provide will inform decision making; including matters of policy or operating procedures. You will be expected to prepare and present information to a wide range of stakeholders.

Translate personnel and workforce data into meaningful management information and key performance indicators to ensure optimised staffing and resource management.

This includes exchanging routine and non-routine information clearly, dealing professionally with user queries while adapting to the person or situation, and preparing user guidance and system information to support consistent ways of working.

Ensure your own compliance training, continuous professional development (CPD) and relevant system, data protection and HR knowledge are maintained in line with statutory, legislative and organisational requirements.

GUIDELINES AND EXPECTATIONS - AUTHORITIES & LIMITATIONS

Day-to-day operational and technical decisions are made within the role's level of skill, knowledge and experience. Workload is planned and organised independently, with priorities determined by business impact, urgency and organisational need. Plans for significant organisation-wide system or data developments must be communicated clearly, with appropriate impact assessments, training and related actions completed.

The role has an organisation-wide remit and is recognised as a source of specialist knowledge and expertise. Routine responsibilities are normally carried out without direct supervision, with advice, guidance or support sought when required.

GUIDELINES AND EXPECTATIONS - SAFEGUARDING OUR CUSTOMERS

Take an active role in the safety of yourself, colleagues and customers.

Don't interfere with any equipment designed to preserve life. Take prompt action to fix or report any potential hazard, including equipment faults and record any accidents or incidents correctly.

- You are expected to understand and fulfil your role (following training) in:
  - Edinburgh Leisure's Health and Safety policy
  - Edinburgh Leisure's Safeguarding policy
- Ensure that your area of work is clean, tidy and presentable.

Protect confidential, sensitive and personal information and follow organisational procedures when handling employee or customer-related data. Apply safe use of display screens, office equipment and systems.

GUIDELINES AND EXPECTATIONS - PROBLEM SOLVING

You are expected to investigate problems, assess available information and identify practical solutions using sound judgement, professional knowledge and an understanding of organisational priorities.

You will analyse and interpret data and information from multiple sources to determine the most appropriate course of action. Your analysis and judgement will be used to resolve problems, influence others, inform corporate plans and policy, and support the development of organisational strategy where complex, sensitive or commercially important information is involved.

You will prioritise competing demands and make safe, timely decisions that balance operational impact, service disruption, compliance requirements and service reliability. When working independently on routine issues, you will recognise when specialist input or wider support is required and escalate complex, high-risk or service-critical matters appropriately to ensure effective resolution.

JOB DEMANDS

JOB DEMANDS – PHYSICAL

Light physical demands – combination of desk work and attendance at meetings with occasional travel, and travel between locations if required.

JOB DEMANDS – MENTAL

Every role requires alertness, sound judgement and a professional approach, with the ability to respond appropriately to people, changing priorities and operational situations. Work consists mostly of complex calculations, report writing or work requiring deep concentration. The role also requires attention to detail and involves data input, checking documents, system testing and regular periods of visual concentration.

JOB DEMANDS – EMOTIONAL

May involve handling confidential or sensitive employee information and supporting users with urgent or complex queries. Requires professionalism, discretion and composure.

JOB DEMANDS - ENVIRONMENTAL

The majority of work is office or desk-based, with use of display screen equipment and standard office systems. Occasional travel to other Edinburgh Leisure locations may be required.

PERSON SPECIFICATION - QUALIFICATIONS & ATTAINMENTS

Essential:

- Educated to SCQF Level 8/9 (HND, Degree or equivalent) in Human Resources, Business Information Systems, Data Analytics, Business Management, Computing, Mathematics, Statistics **or** a related discipline;

or equivalent relevant experience. **or** CIPD qualification or equivalent HR knowledge/experience, together with evidence of continuing professional development in HR systems, workforce analytics, data management, reporting, project delivery or related areas.

- Advanced proficiency in Microsoft Excel, including data analysis, reporting and data validation.
- Evidence of continuing professional development relevant to HR systems, workforce analytics, reporting, data management or business systems.
- Microsoft Power BI, SQL, data visualisation or business intelligence qualification.
- Experience using Power BI, SQL, AI-enabled reporting tools or other business intelligence platforms.

Desirable:

- CIPD Level 5 qualification or equivalent HR knowledge.
- HRIS, workforce management or professional qualification in data analytics, information management or business systems.

PERSON SPECIFICATION - KNOWLEDGE AND EXPERIENCE

Essential Experience:

- Workforce planning, people analytics or organisational performance reporting.
- Process improvement, automation and workflow optimisation.
- Working in HR, payroll, recruitment, workforce management or a people systems environment utilising HR systems, reporting tools or Microsoft 365/SharePoint
- Experience of maintaining accurate records, using systems and handling confidential information.
- Experience of preparing reports, analysing data or supporting dashboards.
- Experience of supporting system testing, process improvement, user guidance or training materials.

PERSON SPECIFICATION - ADDITIONAL REQUIREMENTS

You will be expected to demonstrate the behaviours in Edinburgh Leisure's Essentials Behaviours Framework. The following technical competencies are essential for this role:

- **Data accuracy and confidentiality** – able to handle sensitive information responsibly and maintain reliable records.
- **Customer-focused communication** – able to provide clear, helpful and respectful support to a range of users.
- **Organised agility** – adaptable, proactive and solution-focused, with the ability to prioritise workload and meet deadlines.
- **Systems confidence** – competent in Microsoft Office, Excel, SharePoint, Outlook, Teams and HR systems.
- **Continuous improvement mindset** – able to suggest practical improvements to processes, user guidance and reporting.

ESSENTIALS Behaviour Standards Leadership by EVERYONE

DISCLOSURE / PVG REQUIREMENTS

Level 1 Disclosure

EVALUATION HISTORY

Date 03/08/2026 **Grade** 8

☐ **I have read and understand this job description, and I am clear about what is expected of me in this job.**