**JOB DESCRIPTION**

**JOB TITLE: SAP SuccessFactors Analyst**

**DEPARTMENT: IT**

**REPORTS TO: Head of IT for HR, Finance, Purchasing, Communications and Partnerships**

**LOCATION: CFA**

**DATE: 05.09.2019**

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**Job purpose**

Manage the maintenance of the HRIS, SAP SuccessFactors solution and its modules. Manage the Service delivered to the HR, Learning, Finance, Time and Attendance and Payroll Departments where the integrated solutions overlap.

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**Key responsibilities**

* Support the maintenance of the HRIS, SAP SuccessFactors, and its modules, interfaces, and day-to-day support activities, including role-based permissions (RBP)
* Ensure data entered into the HRIS is monitored, maintained, reliable, and valid
* Troubleshoot and resolve system issues and incidents.
* Partner with Human Resources to refine processes, standards, and workflows that maximize efficiency and data integrity in the SuccessFactors modules. Continuously evaluate the organisational needs relative to the HRIS; ensure the HRIS meets organizational needs within its capabilities.
* Maintain an up-to-date knowledge base and understanding of trends in technology and standards of practice relevant to the management of the HRIS.

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**General responsibilities**

* Compliance with Club policies
* Compliance with the Club’s health and safety procedures
* To undertake such other duties as may be reasonably expected
* To maintain professional conduct at all times

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**Key relationships**

* Business Applications Team: liaison with
* HR Teams: liaison with
* Learning Teams: liaison with
* Payroll Teams: liaison with
* Finance Teams: liaison with
* SAP sources: liaison with

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**Organisation chart**

**Person Specification**

**Job Title: Business Applications Support Analyst Department/Location: IT/CFA**

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| **Knowledge:** the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc |
| Essential  Knowledge of HRIS, HR Standards and Practice |
| **Technical/work-based skills**: skills specific to the job e.g. language competence, typing skills, coaching skills etc |
| Essential  SuccessFactors Administration in Employee Central and/or Performance and Goals, Calibration and Learning.  Microsoft Office (Outlook, Skype, Word, Excel, PowerPoint, etc.) and database reporting tools is required. |
| **General skills and attributes**: more general characteristics e.g. flexibility, communication skills, team working etc |
| Essential  Ability to work under pressure  Analytical thought process  Problem-solver  Friendly, approachable personality  Ability to understand the impact of issues according to business needs  Takes responsibility for resolutions of issues  Ability to develop and maintain effective business relationships with people at all levels within the organization essential. |
| **Experience:** proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive. |
| Essential  Experience using and maintaining at least one or more of the following applications   * HR * Financial * Payroll   Experience as a Super User  Desirable  Experience using SAP applications in general. |
| **Qualifications**: the level of educational, professional and/or occupational training required |
| Essential  GCSE Maths and English Grade A\* - C  Desirable  Bachelor’s degree or equivalent |