

# Job Description

<b>Business:</b>	Pilgrims Europe
<b>Department:</b>	People Systems
<b>Job Title:</b>	People Systems Administrator
<b>Head of HR Systems</b>	Head of HR Systems
<b>Location:</b>	Warwick

## Job Purpose:

In Pilgrim's Europe, we are on a journey to provide cutting-edge HR technology that supports our teams, and we are looking for a HR SuccessFactors Systems Administrator who shares our passion for creating a seamless and supportive employee experience.

The People Systems Administrator sits within the dedicated HR Systems Team, created to deliver a high-quality and cost-effective people information service to the Business Units. The role will support our continued investment in technology to drive efficiencies and improved ways of working, primarily supporting the rollout of Success Factors across Pilgrim's Europe.

As a People Systems Administrator, you will play a critical role in ensuring the effective use and optimization of our SuccessFactors HR system. You will work closely with HR, IT, and end users to ensure that our HR processes are running smoothly and efficiently. This involves support for the HR Service Desk and ticket resolution in line with defined SLAs, partnering with the business units providing system expertise and enhancement support through testing support and delivery.

## Duties / Responsibilities:

- System Administration & Support:**
  - Provide service desk support to HR users and employees, resolving tickets within designed SLAs, queries and ensuring a positive experience. Provide support primarily for Successfactors and other downstream People Systems
  - Ensure data integrity, perform scheduled activities and troubleshoot issues to ensure smooth operation for all employees
  - Manage change requirements in line with business change control processes and SOX compliance
- Employee Experience & Process Improvement:**
  - Work collaboratively with HR, IT, and business leaders to streamline and optimize workflows that improve employee engagement and satisfaction. Develop and deliver process maps, guidelines and documentation and support user training on new/updated processes/functionality as required
  - Proactively identify opportunities for improvement in HR processes and system usage to simplify and humanize the experience for end users. Collaborate with HR teams and relevant technical teams to identify root cause and resolve systems issues and errors

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## **3. Manage Large Data and Business Change**

- Manage Data loads and mass data change activities across all systems in a controlled and SOX compliant manner
- Support the HR Systems Lead with the gathering of business change requirements, testing and change management activity
- Support the alignment of HR Systems and improvements with HR tools and policies and internal best practice

## **4. Data & Reporting**

- Provide guidance and support with business reporting needs
- Generate and maintain HR reports, dashboards, and analytics that provide insights into employee trends, engagement, and performance.
- Ensure data accuracy, security, and compliance with legal and regulatory requirements.

## **5. Training & Communication**

- Develop process maps, guidelines and user friendly documentation and support user training on processes and functionality as required to enhance user adoption and self-sufficiency
- Communicate system updates and changes in clear, people-centered language. Provide guidance and support with business reporting needs

## **6. Act as Subject Matter Expert**

- Deliver Subject Matter Expertise for the relevant HR information systems, including troubleshooting and resolving system problems, performing scheduled activities and recommending solutions or alternate methods to meet requirements
- Proactive issue management, providing regular feedback to senior team members and Site HR where required, building capability and expertise on system use and functionality
- Support activities including technical support, functional guidance, change management activities, enhancements and system updates

## **7. Collaboration & Innovation**

- Partner with HR and IT teams to ensure that SuccessFactors integrates seamlessly with other business systems.
- Stay up-to-date with the latest SuccessFactors updates, innovations, and best practices, and share these insights to help improve the employee experience.
- Various ad hoc projects and tasks as reasonably requested

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## Candidate Requirements:

### Essential:

Proven system administration experience in Success factors Employee Central or similar HRIS systems

Experience supporting HR and/or payroll systems including experience with end user system support, managing access, trouble shooting and reporting.

Demonstrated ability to plan and prioritise effectively, organise tasks and manage competing resources and demands

Proven analytical and critical thinking capability to resolve issues that may arise with managing data in a system

Demonstrated ability to build effective relationships internally and externally with clients, intermediaries, and service providers

Strong understanding of HR processes, workflows, and employee lifecycle management.

### Desirable:

Experience in manufacturing businesses

Service Desk / Ticket management experience

Experience in UKG/Kronos and document management systems

Attention to detail, problem-solving abilities, and a commitment to delivering high-quality service to your colleagues.

Strong skills in Microsoft Excel

Demonstrated project support experience

## Document Control

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