



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: People Systems Manager

Department: People and Organisational Development

Reports to: People Services Manager

Key relationships:

People & Organisational Development
RCNi HR
Finance and Payroll
IT and Digital
Internal Communications
RCN staff
RCN managers
System providers
Other external stakeholders and organisations

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: F

Location: London HQ or Cardiff Gate

The People & Organisations Development Department

The purpose of the RCN People and Organisational Development Department is to enable the RCN to succeed through its people. This means that we seek to:

- create the best possible experience of work and working life for our people
- support and empower our people through people-centred policies, practices and provisions and
- recruit, develop and engage our people to thrive in their roles.

By striving to be an exemplary employer, our work contributes to the RCN's credibility as a trade union, and as the voice of the nursing profession.

The People Services team contributes to this purpose by:

- providing high quality support to the People and OD Team as well managers and staff across RCN
- providing a comprehensive people resourcing service
- managing and developing the RCN's pay and reward offer
- developing people-centred policies, practices and provisions
- delivering a comprehensive, efficient and effective administration service
- maintaining the department's systems and processes
- producing workforce data to support decision-making.

JOB PURPOSE

Provide leadership and strategic oversight for the RCN Group's HR and payroll systems, ensuring administrative systems are optimised, integrated, and meet user and organisational needs.

KEY RESPONSIBILITIES

1. System leadership

- Take ownership of People & OD departmental systems, acting as the primary point of contact for all related projects, initiatives and enhancements.
- Be responsible for the full end-to-end development, integration and maintenance of the RCN Group's HR and payroll information system, working in conjunction with the software suppliers and the internal IT team.
- Recommend a strategic vision for system and process optimisation, using advanced level knowledge and expertise to support subsequent operational planning processes.
- Lead on general database administration and functional configuration of the HR and payroll system including screens, workflows and reports.
- Review and approve user permissions as required.

2. Process and service improvement

- Provide expert advice to the People & OD team on the continuous improvement and optimisation of administration processes for the benefit of departmental and other users.
- Work closely with the People & OD Department, RCNi HR Department, Payroll, IT department and other stakeholders to maximise the potential of departmental systems, for the benefit of the POD Department and end users, by providing advice, guidance and recommendations on

functional system development and integration opportunities and turning user requirements into viable system solutions.

- Lead on the documentation of POD Department processes.

3. Stakeholder engagement

- Support positive and effective relationships with system and service providers, working with the IT department and other stakeholders to oversee performance of contracts, service levels and KPIs from a functional perspective
- Partner with the RCN IT Department and systems vendors to design, develop, configure, and implement HR and payroll systems and tools, ensuring they meet functional and technical specifications.
- Work closely with the Internal Communications Team to communicate and promote systems and administration provisions and initiatives.
- Coordinate and, where appropriate, provide user training and guidance for all system users.

4. Data governance and analytics

- Lead on the management of departmental data, maintaining the data asset register and delivering data destruction in line with the Retention Schedule.
- Working with the People Analytics and Reward Lead, develop and use POD department systems and data to generate insights to inform strategic decision-making and drive improvements.

5. Leadership and management

- Be a key member of the People Services Team, working closely with colleagues to deliver departmental objectives and deploying skills for the benefit of the team.
- Work with the People & OD Management Team to ensure customer satisfaction, including monitoring, investigating and resolving concerns about People & OD systems related services, undertaking root cause analysis and generating sustainable improvements.
- Contribute to and support the development of the People & OD Department, including contributing constructively to team meetings and providing timely updates and delivering learning sessions to colleagues.

- Participate in internal audits as required, including shaping terms of reference and delivering against management actions resulting from audit recommendations.

6. Development

- Maintain own continuous professional development by attending in-house training sessions, relevant external training, research and networking to ensure up-to-date knowledge in areas relevant to the role.
- Monitor industry developments and trends and share this knowledge to build expertise and ensure industry standard best practice is maintained at all times.

7. Additional responsibilities

- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equity, diversity and inclusion statement.
- Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
Sara Herritty, People Services Manager
July 2025