



JOB DESCRIPTION

Role / Title: HR Systems Coordinator

Reports to: HR Services and Data Manager

Overall Purpose of the Job:

The HR Systems Coordinator will play a key role in managing the full employee lifecycle through the effective utilisation of our HR systems. The postholder will ensure people data is accurate, compliant and up to date in order to support HR processes, reporting, and organisational decision making. Acting as the link between HR and Technology, the role will optimise HR processes, maintain system efficiency, and serve as a subject matter expert on HR data in partnership with the HR Services and Data Manager.

Key Accountabilities

- Maintain accurate HRIS records and documentation across the employee lifecycle.
- Provide HR administrative support, in line with RBO policies, procedures, GDPR and UK employment law.
- Produce, develop and maintain regular HR reports, management information and analytics to support HR strategy, initiatives and processes.
- Collaborate with internal stakeholders on a range of HR projects involving process automation, system enhancements or new implementations.
- Act as a first point of contact for employee's system queries and escalate where appropriate.
- Conduct regular audits to ensure data accuracy, integrity and compliance.
- Support user training to improve system adoption and overall user experience.
- Assist with additional duties and projects as directed by the HR Services and Data Manager.

Key Behaviours and Expectations

- Demonstrate a proactive and positive approach to health and safety responsibilities.
- Uphold the organisation's values and promote a culture of inclusion, respect, and collaboration.
- Maintain confidentiality and comply with data protection standards in all aspects of HR work.
- Take ownership of continuous professional development and keeping up to date with HR best practices and employment law.

PERSON SPECIFICATION

Essential Skills, Knowledge and Experience

- A minimum of Associate CIPD membership, or able to demonstrate the equivalent level of skill and experience
- Demonstrable experience of working with HR systems (HRIS) and Microsoft Office tools.
- Excellent problem-solving skills, with experience of process and system improvement.
- Strong organisational skills, attention to detail and accuracy.
- Strong numeracy with experience of analysing and reporting on complex data using strong MS Excel skills.
- Excellent communication and interpersonal skills.

Other Essential Attributes

- Knowledge of data privacy and security requirements in relation to HR systems.
- Enthusiastic about HR technology and process optimisation.
- Manage multiple priorities and meet deadlines.
- Maintain confidentiality and exercise discretion.
- Work collaboratively with diverse stakeholders maintaining a client focused experience
- Flexibility in dealing with changing priorities.
- Assimilate new information and learn routine procedures.
- Commitment to delivering a high standard of work and continuous improvement.
- Deal sensitively with people at all levels with tact and diplomacy.
- An effective team player.
- Prioritise own workload and to work unsupervised.

Desirable Skills and Experience

- Experience using Dayforce (HRIS)
- Familiarity with HR process optimisation and mapping
- Demonstrable commitment to diversity, inclusion and sustainability.
- Interest in or passion for the performing arts.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- Commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

