



Role Profile

Role Title **HR Insight Officer**

Job family group Organisational Support

Job family/ies HR

Grade EO

Status For internal use

Role Purpose
(250 words max)

As an Insight Officer and member of the HR Data and Insight team you will interact with the business and HR to become a centre of operational and insight excellence. You will work alongside a team of Insight Officers and report directly to the HR Data and Insight Manager. The purpose of this role is to provide data and insights to customers through business as usual and reform projects. This will be done through the interpretation of customer requirements and analysis of relevant data and information. The successful candidate will have a strong customer focus and a passion for numbers and analysing data.

The HR data files and the information they hold are critical to the business and provides critical insights on the organisations workforce that informs project plans and benefits management, maintaining and analysing this data will be key in this role.

You must possess the skills to analyse and interpret technical data, confidence to challenge and ask critical questions of the data, an eye for detail and the ability to translate complicated and technical information into a format that works for the audience.

Key Accountabilities (600 words max)

- Working with the Data and Insight Manager in the delivery of data and insights to business leaders as part of change, transformation projects and programmes and BAU work across HMCTS.
- Understanding customer requirements and translating these needs into data insights to support the business, ensuring that these are delivered in an effective, easy to understand and compelling manner that adds value to the wider business, with the ability to back them up with robust data/information.

- Identifying the appropriate and relevant data sources that will underpin the required insights. Working with data source owners to ensure that sources are accurate and sustainable and ensuring data sources are clean and fit-for-purpose.
- Analysis and manipulation of data and interpretation of the results to arrive at accurate and innovative insights.
- Working alongside other Insight Officers to share perspectives, knowledge and experience.
- Building and maintaining relationships with customers to ensure their questions have been answered and working with customers to ensure the insight makes a difference.

Knowledge, Skills and Experience (500 words max)

- Credible professional with a strong customer focus.
- Practical approach to delivering solutions.
- Good collaborative and team working skills
- Ability to have positive conversations with customer and project groups
- Experience of analysing data
- Resilience to overcome difficulties
- Drive to get things done and develop personally and professionally
- Curiosity, wants to understand how we can improve how we deliver solutions
- Experience of using Excel to an intermediate/advanced level

Problem Solving and Decision Making (300 words max)

Analysing and evaluating data and information and interpreting the results to arrive at accurate and innovative insights that drive change and improvements to people and organisational performance

Management of Resources (250 words max)

This role does not involve line management and is not accountable for budget or financial responsibilities.

Autonomy (250 words max)

This role works closely within a team of HR Insight Officers and reports into the HR Data and Insight Manager. On occasions, additional direct contact with the Strategic Workforce Planning & Insight Manager and Head of Strategic Workforce Planning and Data Insight will be required. Although team working is a requirement the role also requires the ability to work autonomously to meet key deadlines.

Key Relationships and Contacts (300 words max)

- Data and Insight Manager
- Strategic Workforce Planning & Insight Manager
- Head of Strategic Workforce Planning and data Insight
- HR Business Partners
- Heads of Regional Support Units
- Operations business leads
- HQ Business leads
- Other Government Departments