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| **TITLE:** HRIS Administrator – Level 3 | | |
| **TEAM:** IT | **LOCATION:** UK (London or Remote) or any existing Save the Children International Regional or Country office worldwide | |
| **GRADE**: CTR D1; Junior -Mid Level | **CONTRACT LENGTH:** Permanent | |
| **CHILD SAFEGUARDING:**  Level 2:  the post holder will have access to personal data about children or young people, as part of their work; therefore a police check will be required. | | |
| **ROLE PURPOSE:** As a member of the global IT team and reporting into the Oracle Service Scrum Master, the post-holder will be one of a team of System Analysts who will develop deep understanding of end-to-end system functionality of a new global Oracle Human Capital Management (HCM) Cloud solution, including Oracle Recruitment Cloud (ORC). The post holder will work as part of a team providing level 3 support to end users and HR super users around Oracle HCM Cloud and ORC. He/she will also configure and validate system localizations for Save the Children Association within the applications, by gathering localisations.  The post-holders maybe called upon by the BAU team to help resolve technical issues on an infrequent basis. They will be escalated point of contact for technical queries relating to Oracle and for the systems interfacing with Oracle: ProSave (Procurement System), Agresso (Financial Management System), Data Ware House, LMS, PRIME and will be responsible for the initial diagnostic and triage to the appropriate business teams. | | |
| **SCOPE OF ROLE:**  **Reports to: Oracle Service Scrum Master**  **Budget Responsibilities: none**  **Role Dimensions**: Save the Children Association operates in 55 countries and 28 Member organisations (25,000 employees). This role is key in ongoing business as usual support, enhancements and process improvements. This role also involves building new integrations between Oracle and other Save the children applications. | | |
| **KEY AREAS OF ACCOUNTABILITY :**  **Engage with stakeholders and partner with HR and IT staff globally to assist them to use Oracle HCM Cloud and ORC and to provide BAU support to users**  This is a global role working on delivering and supporting Oracle business processes over 67 SCI countries and 8 members, potentially expanding in future to include other SCA members.  **Be part of a team that provides implementation and support for global users in SCA.**   * As part of a development team, you will implement new system functionality as required, including business requirements, projects scope, functionality development and/or configuration, testing and implementation along with Business as usual support * Shared responsibility for resolving Level 3 queries relating to systems using JIRA within the appropriate SLA. * Proactively identify any technical project risks/issues * Embody the agile principles and scrum framework to be a part of high performing scrum team * Be a part of sprint planning, scrum daily stand ups and sprint reviews * Estimate and deliver project tasks to agreed prioritisation and timeframes with internal stakeholders and vendor(s) before the sprint starts * Being accountable and adapt their plan each day toward the Sprint Goal * Asses upcoming systems relaeases for bug fixes or new functionality and discuss with global stakeholders * Articulate and develop requirements and design specifications for implementing new change requests/enhancements * Executing system testing/regression testing to ensure configuration built reflects the requirements provided. * Support UAT for country offices – resolving configuration defects and answer system and process queries with the testers.Take ownership of change requests and follow up the status of problems on behalf of the customer and communicate progress in a timely manner; * Maintain SOP, Configuration Workbook training documentation and knowledge base articles up to date. * Demonstrate the process of continuous Service Improvements and contribute to it. * Practice all information security requirements. * Execute a comprehensive handover to the BAU Team to ensure ongoing support after implementation to country users, resolving both business and technical issues * Have a good understanding of **Oracle HCM and Oracle Recruiting Cloud System** Environment & Configuration management. | | |
| **QUALIFICATIONS**  Bachelor’s Degree in Computer Science (or equivalent by experience) | | |
| **EXPERIENCE AND SKILLS**   * A keen interest in developing a career in IT/HRIS (Human Resources Information Systems) * In depth knowledge in one or more Oracle HCM Modules and concepts like Core HR, Absence Management, Oracle Recruiting Cloud,Fast Formulas, HCM Extracts,HDL, Talent Mangement etc * Experience in SOAP and REST web services * Experience in building and maintaing integrations using Oracle Integration Cloud (ICS) * Good knowledge of creating Fusion BI reports and OTBI Reports * Experience in using secured views across all BI reports to extract data based on the logged in user roles. * Desirable experience using Oracle on Demand development tools such as SQL ,Complex Analytical Query writing skills ,Packages, Procedures, Functions and triggers.) * Flexible and versatile to adapt new modules. * Ability to learn new technologies and can implement. * Strong customer/client service skills and ability to communicate (written and verbal) with all levels of the organisation, both internal and external * Anticipate problems (and escalates when appropriate), demonstrates strong prioritization and organisation skills, is analytical, detailed, and takes actions to complete tasks accurately on time. * Ability to work independently without direct supervision * Ability to work in a geoghraphically dispered team | | |
| **Additional job responsibilities:**  Since the role involves support to end users across different time zones, it may be necessary from time to time to work outside normal office hours (this may be compensated by time off in lieu where appropriate.  Depending on the location of these roles, there may be a need to travel occasionally outside the usual job location in order to provide additional support or coaching to HR end users. | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values   **Ambition:**   * Sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * Widely shares their personal vision for Save the Children, engages and motivates others * Future orientated, thinks strategically and on a global scale.   **Collaboration:**   * Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * Values diversity, sees it as a source of competitive strength * Approachable, good listener, easy to talk to.   **Creativity:**   * Develops and encourages new and innovative solutions * Willing to take disciplined risks.   **Integrity:**   * Honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by: Barbara Wamukoya/Richa Mudaliar** | | **Date: 7th March 2022** |
| **JD agreed by: Joel Tetstill** | | **Date:** |
| **Updated By: Richa Mudaliar/Kavitha Ravikumar** | | **Date: 8th August 2023** |
| **Evaluated:** | | **Date:** |