CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION – LOCATION – 100 KING ST. W., 10th FLOOR)

WORKFORCE ANALYTICS SPECIALIST

SUMMARY OF DUTIES

Reporting to the Manager, HR Technology and Analytics, the Workforce Analytics Specialist acts as a strategic advisor to the HR Leadership Team (HRLT) and business. The Workforce Analytics Specialist will provide expertise in supporting the groundwork for higher-level analysis and move beyond workforce data collection, management, verification and reporting for evidence-based decision making. The candidate will work collaboratively alongside HR, business, and IT and lead discovery processes with different stakeholders to identify business requirements and expected analytics outcomes that support the core and common HR objectives and are aligned with the City's mission, values and core strategies.

GENERAL DUTIES

Develop and build the scientific and technical data analytics & reporting capabilities in support of planned and ongoing workforce data analytics projects and initiatives.

Present accurate and meaningful performance metrics to stakeholders and provide strategic recommendations; work closely with management and HR leaders to identify, prioritize and execute plans to improve the efficiency of metrics & reporting and measure the success of our people strategy.

Accountable for providing the business, HR team, and management with data-driven actionable insights, trends, and forecast through analytics to identify critical HR priorities and drive optimal decisions about our people. Also, accountable for providing recommendations for new metrics & reports as corporate goals and priorities change.

Organize and lead the aggregation of large amounts of data, build analytic models and tools, and perform strategic analysis which may include descriptive statistics, forecasting, or predictive models. Perform deep analysis and modelling to proactively identify issues related various HR programs.

Develop queries and methodologies related to workforce data management to populate data into a defined reporting template. This includes managing ongoing processes for completing these reports, report execution and distribution, production of quality workforce reports & dashboards, development and reporting on key performance measures and completion of benchmarking surveys.

Design, develop, test, publish and maintain custom HR data queries, reports and dashboards using BI tools (like Tableau, Power BI, etc.), MS Excel, and PeopleSoft (Query & Reporting options) to transform existing reports/dashboards or meet new regular & ad-hoc reporting requirements.

Design and propose realistic solutions grounded in current resource availability, strategic priorities and existing culture, including draft timelines and work structures, to ensure solutions are feasible in our environment.

Research external trends, benchmarks etc., and make recommendations with respect to organizational goals.

Acquires and maintains knowledge of key developments in the field, bringing insight to the organization and HR functions to continuously improve our metrics and analytics capabilities. This includes research, development of business cases and recommendations for new tools, and best practices to help achieve our strategies.

Support HR's client service goals by continuously improving HR metrics, reporting processes and the quality standards used within the HR team.

Solicits feedback fostering an agile, innovative, and collaborative transformation experience.

Partners with relevant stakeholders to resolve issues related to engagement, adoption, sustainment, and continuous improvement.

Works collaboratively with all relevant stakeholders within HR, IT and other areas of the business for HR reporting initiatives.

Participate in key HR projects providing data knowledge and advice to HR peers as to how to best use the information available to assist in building business requirements and/or validating business assumptions.

Accountable for high level of data integrity, auditing, and enforcing data validation processes within the HR systems' ecology. Identify root causes of data integrity issues within the systems and recommend preventative solutions.

Continuously analyse reporting processes, making improvements to enhance accuracy, efficiency and value of the reports, insights and dashboards.

Lead and manage the HR Reporting knowledge management function, by documenting and reviewing information related to requirements, access rules, roles and calculations.

Documents and validates business requirements that guide the development of HR reports for multiple stakeholders within HR and the business. Anticipates clients long term needs by establishing a clear sense of their organizational and business unit strategies. Delivers and provides additional information beyond client expectations.

Assists peers within the HR Technology and Analytics team by providing technical expertise on database queries, scripts, automation, and technological architecture issues.

Actively promotes best practices in the security and privacy of personal information and data; makes recommendations to improve processes and procedures where necessary. Also make sure the reporting solutions are consistent with data management principles and privacy requirements.

Create and maintain data dictionaries and master data.

Develop, maintain, and manage data governance framework, including systems and dashboard architecture and maintenance.

Enable cross-learning within the HR Reporting team and share knowledge on BI tool capabilities and query design best practices.

Train users and stakeholders on how to use and interpret reports & data and encourage self-sufficiency.

Manage stakeholders' expectations; develop and implement change management strategies to enable corporate adoption of new HR analytics technologies and solutions.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University Degree in a quantitative discipline (i.e. statistics), Computer/Data Science, Information Technology, Business Administration, Human Resources or related discipline or an equivalent combination of education and relevant business experience.

2. Considerable (preference for 5+ years) experience in a related analytical role with deep experience in HR reporting, analytics, workforce planning and proven ability to interpret data and provide recommendations to drive key business decisions.

3. Expert knowledge of metrics, data management, and business intelligence strategies. Experienced in developing and maintaining data dictionary, data governance framework and related rules & policies. Good working knowledge of data warehousing concepts is preferred.

4. Proven knowledge of the analytics product lifecycle (e.g., data, analysis and visualizations). Proven experience building and leading advanced analytics practices. Strong understanding of and ability to research current trends and best practices in metrics and analytics.

5. Proficient with tools and technologies utilized across the analytics lifecycle (e.g., Excel, SQL, Power BI). High level of proficiency using Microsoft Business Intelligence stack, specifically Power BI is a must; working knowledge of Tableau is an asset. Proven knowledge of statistical methods (i.e. regression analysis, forecasting & modelling, etc.) and experience with R/R Studio and Python would be an asset.

6. Considerable experience in designing analytical frameworks and forecasting & predictive analytics. Experience with data extraction, data mining and data modeling (conceptual, logical); analytical and statistical modeling.

7. Highly process oriented with developed quantitative and qualitative analytical skills (including collection, cleaning, analysing and interpreting), problem solving ability, and critical thinking skills. Willing to dig deep into details as well as able to assess the big picture.

8. Demonstrated knowledge and proven experience in producing business requirements, use cases, user scenarios, user stories, and business process maps.

9. Demonstrated ability and confidence in presenting complex ideas in simple terms to all levels in the organization. Superior communication (both verbal and writing) skills and the ability to effectively package and present information and actionable insights in a impactful way to senior leadership teams and HR professionals.

10. Proven technical competence in creating self-serve insightful visualization with effective metrics, complex reports, and dashboards. Able to independently research, analyse, interpret, identify patterns, and make connections across various data sets or assemble and synthesize data from multiple operational systems.

11. Advanced knowledge of data management & relational database concepts and can query and transform data dynamically using complex queries and scripting. Advanced skills in SQL, Data Analysis Expressions (DAX), Multidimensional Expressions (MDX) and M programming language are required. Familiar with database best practices.

12. Well-developed knowledge and understanding of HR functions and structure. HRIS (preferably PeopleSoft) and related systems experience, specifically as it relates to report development, data manipulation and data analysis functionalities.

13. Proficiency in utilizing Microsoft Office Products like Word, PowerPoint, Excel and Outlook.

14. Demonstrated knowledge and skills in business process analysis and quality assurance methodologies. Proven ability to identify process efficiencies and drive continuous improvement initiatives. Very detail-oriented with a solid track record of achieving high quality standards; understands the importance of data integrity.

15. Previous experience working with sensitive information and holds a high regard for confidentiality.

16. Continuous learning mindset, especially across various technologies. Curious and proactive mindset.

17. Ability to effectively manage and be successful with complex and ambiguous information, multiple and changing priorities, and the need to change initiative direction.

18. Excellent communication skills (written and oral); communicates in ways that gain the support of others. Mentors, motivates, and guides others toward goals. Has the capability to advocate a position and encourage others with a sense of shared purpose and excitement.

19. Excellent writing and presentation skills, including the ability to analyse complex situations, distil issues, develop insights, and synthesize recommendations to present information in concise meaningful ways and in a non-technical manner.

20. Has proven ability to build, manage and foster a team-oriented environment. Has the ability to develop, maintain, strengthen and repair partnerships with others inside or outside of the organization to elicit cooperation.

21. Require strategic thinking and strong internal and external client relationship building skills as well as the ability to manage, coach and build capability within the team.

22. Excellent organizational, time management and multi-tasking skills. Works effectively under time pressure to meet deadlines, highly result driven, balance work priorities and resolve problems in a timely manner.

23. Highly effective decision making, facilitation, problem-solving, communication, presentation, interpersonal, negotiation and conflict resolution skills. Demonstrated ability to effectively lead technical and business subject matter experts as part of a high-performance team.

24. Strong project management skills, knowledge of change management concepts and strategies and ability to develop supporting tools and materials. Demonstrated experience in agile management or other related methods is considered an asset. Project management certification would be an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.