



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: HR Systems Analyst

Reporting to: P&C Operations Project Manager

Main purpose of the role

As a key part of the People & Culture Service Delivery team the HR Systems Analyst ensures our HR systems run smoothly and meet the needs of the business. This role is all about keeping things organised, improving processes, and making life easier for colleagues. By managing system setup, creating insightful reports, and supporting key HR activities, you'll help drive efficiency and ensure everything behind the scenes works seamlessly to support our people.

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

System Administration and Configuration

- Manage system configuration and approved minor changes.
- Oversee system security, including access controls and permissions.
- Troubleshoot system issues, escalating to IT where necessary.
- Support IT with major system changes.

Reporting and Data Management

- Build and deliver regular and ad hoc reporting.
- Lead data integrity audits.

Collaboration and Process Support

- Work with IT on release management, with a focus on testing and communications.
- Assist business-as-usual (BAU) cyclical activities, such as pay review, onboarding workflows, and leave entitlement setup.

Documentation and User Support

- Create and maintain system user guides and process documentation.
- Coordinate any required user acceptance testing (UAT).

Useful Information

Our Service Delivery function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

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Education, Experience & Achievements	Essential	Desirable
Professional qualification in a relevant field (e.g., Human Resources, Information Systems, Business Administration, or a related discipline) or equivalent professional experience in HR systems management.	✓	
Proven experience in managing, configuring, or supporting a HRIS (e.g., Iris Cascade, Workday, SAP SuccessFactors, Oracle HCM, or similar).	✓	
Experience troubleshooting system issues and working with IT or external vendors to resolve complex problems.	✓	
Demonstrated ability to improve system processes, streamline workflows, or enhance system efficiency.	✓	
Delivered impactful reports or dashboards that enabled better decision-making by leadership teams.	✓	
Key role in implementing or upgrading an HR system, ensuring it met business needs and was delivered on time.		✓
Recognised for providing excellent user training and creating comprehensive documentation that improved user adoption.		✓

Skills & Knowledge	Essential	Desirable
HR Systems expertise	✓	
Data analysis and reporting	✓	
Technical proficiency	✓	
Data security and compliance	✓	
Project management		✓
Advanced MS Excel user		✓

Personal Attributes	Essential	Desirable
Detail orientated analytical mindset	✓	
Adaptable	✓	
Proactive and able to work independently with minimal supervision	✓	
Proactive problem solver	✓	
Strong communicator with a preference for collaboration	✓	
Continuous learner		✓
Resilient under pressure		✓

Additional requirements	Essential	Desirable
Enhanced DBS check		✓
Full UK Drivers Licence		✓

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Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

‘Lend a Hand’

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

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Job description updated on 27/01/2025.