POSITION DESCRIPTION
People Technology Specialist

Position Title: People Technology Specialist

**Direct Manager:** Group People Operations Lead

Budget Responsibility: Nil

Direct Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

The People Technology Specialist is responsible for the efficient and effective maintenance of the HRIS and overseeing people tech related projects. This role plays a crucial part in ensuring accurate people data management, enhancing People system functionalities, and supporting various people tech related initiatives. The People Technology Specialist will collaborate closely with cross-functional teams to streamline processes, optimize system performance, and deliver successful people tech projects.

WHERE YOU'LL FIT IN #TEAMGALLAGHER

Group People Operations Lead

People Technology Specialist
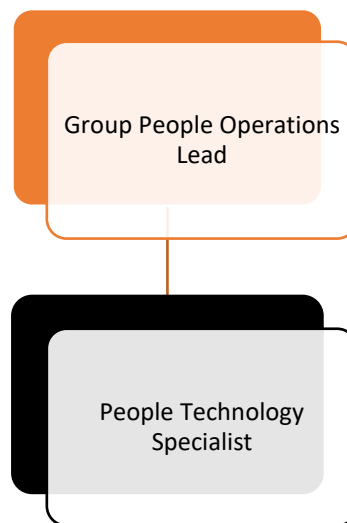
WHO YOU'LL BE WORKING WITH

Internal Relationships	External Relationships
• People Operations team, • People and Brand Team, • All Gallagher employees.	• External vendors and contractors when required.

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
HRIS Administration	• Oversee the daily operations and maintenance of the HRIS, ensuring data integrity, system security, and user access management. • Conduct regular audits to verify data accuracy and compliance with internal policies and external regulations. • Support HRIS upgrades, testing, and implementation activities. • Develop and deliver training materials to educate employees on system functionality and processes.
Project Management	• Support Group People Ops Lead with HRIS related projects (future modules and enhancements). • Support project plans, including tasks, resources, and timelines, and monitor progress against established milestones. • Coordinate project team activities, assigning tasks, facilitating meetings, and providing regular project updates. • Conduct post-project evaluations, capturing lessons learned, and recommending process improvements.
System Configuration and Maintenance	• Configure and customize the HRIS to meet people process requirements. • Collaborate with IS and vendor to troubleshoot and resolve system issues, applying patches and updates as needed. • Monitor system performance, conduct regular system health checks, and optimize system configurations for maximum efficiency. • Stay updated on industry trends and emerging technologies related to HRIS, recommending system enhancements and upgrades.
Data Governance and Compliance	• Establish and enforce data governance policies, ensuring data accuracy, consistency, and compliance with privacy regulations. • Collaborate with the People- and Legal teams to ensure compliance with data protection laws and regulations. • Conduct periodic audits of user access and permissions to ensure data security and prevent unauthorized access.
Change Management and User Support	• Plan and execute change management strategies to support the implementation of new HRIS features, modules, or system upgrades. • Provide end-user support, troubleshooting system issues, and answering queries related to HRIS functionality and processes.
Documentation and Process Improvement	• Maintain up-to-date documentation of HRIS processes, workflows, configurations, and system changes. • Continuously review and improve HRIS-related processes and workflows, identifying opportunities for automation, streamlining, and standardization.

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
	• Document and communicate system-related policies, procedures, and best practices to ensure consistent and efficient system usage across the organization.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

WHAT YOU'LL NEED

Qualifications and / or Experience

- Bachelor's degree in Human Resources, Information Systems, Business Administration, or a related field advantageous
- Proven experience as an HRIS Administrator or similar role, preferably with some project management experience.
- Strong knowledge of People systems, data structures, and processes.

Skills

- Proficiency in HRIS platforms (e.g., HiBob, IntelliHR, Workday, DarwinBox)
- Familiarity with people analytics, reporting, and data visualization tools.
- Advanced proficiency in Microsoft Office Suite, particularly MS Excel. (& other data / reporting related tools eg. PowerBI advantageous)
- Solid understanding of people processes, policies, and best practices.
- Ability to manage and prioritize, meet deadlines and ensuring quality outcomes.
- Strong analytical and problem-solving skills, with keen attention to detail.
- Excellent communication and interpersonal skills – able to translate identified 'customer' painpoints & opportunities into people tech enablement solutions.
- Proactive and adaptable approach to change, with a continuous improvement mindset.
- Ability to maintain confidentiality and handle sensitive employee data with integrity.
- Knowledge of compliance regulations related to people data and privacy (e.g., GDPR)

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

We are creative problem-solvers
Our rich pioneering history inspires us to think differently.

We build lasting relationships
We treat everyone with integrity, and value relationships that inspire and empower us.

We trust one another
We build this through consistency, compassion, excellence and honest communication.

We respect all voices
We harness the power of different backgrounds and experiences to create exceptional outcomes.

We help each other to grow
Our curiosity and thirst for learning helps us reach lofty heights.

We're committed to a better tomorrow
Our practices, behaviours and processes are good for us all and for our planet.

We share knowledge freely
We're a global community that sees collaborative information flow as a super power.