

Staffing Systems Analyst Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your Role

Competitive salary up to £27,500pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the HR Director, this role is working on a full time, permanent basis.

We recognise that skills, experience, and potential come in many forms, and we encourage you to apply if you see a strong alignment between your abilities and this opportunity - even if you don't check every box. We are committed to building a diverse and inclusive team and value different perspectives and backgrounds.

Your duties and responsibilities will include but are not limited to:

- Developing and maintaining advanced spreadsheet models to analyse staffing data and generating insightful reports for decision-making.
- Working closely with Finance to reconcile payroll data, assist in month-end processes including preparing reconciliations and ensuring all financial documentation is accurate and complete.
- Optimising and managing the time and attendance system (Humanforce), improving system processes and workflows supporting business needs.
- Training colleagues on system usage, managing updates and support tickets.
- Maintaining accurate employee records, ensuring compliance with legal and organisational standards.

The ideal candidate will have:

- Experience in using and managing time and attendance systems or similar workforce management platforms.
- A proven track record of working with financial processes, including payroll, reconciliations and reporting.
- A strong administration background, with experience in HR, staffing or finance preferred.
- Advanced proficiency in Excel and data management tools.
- Excellent collaboration and interpersonal skills to work effectively with internal and external stakeholders.

You must be:

- Flexible and adaptable to changing priorities and able to manage multiple tasks simultaneously.
- Self-motivated with the ability to work independently as well as part of a team and in partnership with others.

- Able to be prepared to work flexibly

Apply

To apply for this exciting opportunity, please send a CV to:

Ref: Staffing Systems Analyst

FAO: HR Team

Email: careers@manchestercentral.co.uk

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

Job Description

Staffing Systems Analyst

Salary:	£27,500 gross per annum
Hours:	37.5 hours per week
Working pattern:	Monday to Friday typically, however there will be a requirement to work a flexible schedule, including weekends, as per the needs of the business..
Location and business area:	Manchester Central Convention Complex – Human Resources
Aim of the role:	To work alongside the Staffing Coordinator within the staffing team to optimise the Humanforce system for efficient workforce management by ensuring data accuracy, prompt ticket resolution, and effective collaboration with finance.
Directly responsible to:	HR Director
Directly responsible for:	N/A

Main areas of responsibility

Systems Optimisation

- Alongside the Staffing Coordinator be a subject matter expert for the time and attendance system (Humanforce), continually reviewing and improving its functionality to support business needs.
- Identify opportunities to improve system processes and workflows, ensuring alignment with operational and financial goals.
- Train and support colleagues in using the system effectively, providing clear guidance and documentation.
- Manage system updates, liaising with providers to ensure smooth implementation and minimal disruption to operations.
- Manage support tickets raised with Humanforce, ensuring all required information is provided promptly to facilitate the efficient resolution of outstanding issues.

Data Management and Reporting

- Maintain accurate and up-to-date employee records within the system, ensuring compliance with legal and organisational standards.
- Develop and maintain advanced spreadsheet models to analyse staffing data and generate insightful reports for decision-making.
- Create and distribute weekly, monthly, and ad hoc reports on staffing metrics, costs, and utilisation to key stakeholders, including post event payroll costs vs the event performance summary (EPS).

Collaboration with Finance

- Work closely with the Finance team to ensure accurate and timely payroll processing by reconciling staffing data against shift activity.
- Assist in month-end processes, including preparing reconciliations and ensuring all financial documentation is accurate and complete.
- Raise purchase orders for agency staff in accounts software, reconciling invoices against system reports and resolving discrepancies.

Support Staffing Coordination

- Assist the Staffing Coordinator to ensure all events are staffed appropriately, focusing on improving efficiencies through system use.
- Assist the Staffing Coordinator on recruitment, onboarding, and induction processes for casual and agency staff.
- Assist the Staffing Coordinator on check-ins as required.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
Experience		
Experience in using and managing time and attendance systems or similar workforce management platforms.	✓	
Proven track record of working with financial processes, including payroll, reconciliations, and reporting.	✓	
Strong administrative background with experience in HR, staffing, or finance preferred.	✓	
Advanced proficiency in Excel and data management tools.	✓	
Skills		
System Expertise: Proficient in optimising and managing time and attendance or workforce management systems (e.g., Humanforce or similar).	✓	
Advanced Excel Skills: Highly skilled in spreadsheets, including pivot tables, advanced formulas, and data visualisation.	✓	
Analytical Thinking: Ability to interpret data and provide actionable insights.	✓	
Attention to Detail: Meticulous in reconciling data and maintaining accuracy in records.	✓	
Collaboration: Strong interpersonal skills to work effectively with HR, Finance, and other internal and external stakeholders.	✓	
Problem-Solving: Proactive in identifying inefficiencies and implementing improvements.	✓	

Flexibility: Adaptable to changing priorities and able to manage multiple tasks simultaneously.	✓	
Personal Attributes		
Self-motivated with the ability to work unsupervised and to direct own work	✓	
Ability to work effectively as an individual, as part of own team and in partnership with others	✓	
Ability to maintain strict confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Ability and preparedness to work flexibly	✓	