STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

TALENT SYSTEMS MANAGER

JOB DESCRIPTION

JOB PURPOSE:

The Talent Systems Manager will lead the development, management and continuous improvement of the Trust's Talent Platform, ensuring that it provides an effective and integrated environment for Trust-wide learning, appraisal, career development, and succession across Star Academies.

Working closely with the Head of Professional Development, the postholder will translate agreed priorities into a platform roadmap and lead its delivery across the Learning Hub, Appraisal Centre, Star Succession, My Star and associated functionality. They will ensure that the platform responds to organisational priorities, provides an effective user experience for colleagues and managers, and continues to evolve as the Trust's requirements evolve.

The postholder will lead platform configuration, integration, governance, supplier and release management, data quality, adoption and reporting, and manage the team responsible for platform administration and support.

The role will connect appraisal outcomes and development needs with learning, career pathways and succession development, and use reliable platform data to provide talent and workforce insight that informs decisions about development, progression and retention.

JOB SUMMARY:

1. Lead the management, development and continuous improvement of the Trust's Talent Platform.
2. Translate agreed Star Talent Academy and wider Trust priorities into a platform roadmap and lead its delivery.
3. Ensure the Learning Hub, Appraisal Centre, Star Succession, My Star and associated functionality operate as an integrated environment.
4. Ensure effective governance, change control, release management, data quality and reporting across the platform.
5. Lead platform adoption and ensure effective user experience for colleagues and managers.
6. Work with stakeholders to translate organisational requirements into effective platform solutions, processes and workflows.
7. Manage key supplier relationships and ensure that systems and services provide value for money.
8. Develop platform reporting and talent intelligence to inform workforce decisions and evaluate outcomes.
9. Lead and develop the Talent Systems team, ensuring a high-quality and responsive service.

10. Support the development of the Trust's approaches to talent, succession, career pathways and talent intelligence.
11. Provide specialist advice and recommendations to the Head of Professional Development and other senior stakeholders.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Talent Platform Leadership and Development

1.1. Lead the management, development and continuous improvement of the Trust's Talent Platform, encompassing the Learning Hub, Appraisal Centre, Star Succession, My Star and associated functionality.

1.2. Develop, deliver and maintain a platform roadmap agreed with the Head of Professional Development, recommending improvements to functionality, integration, efficiency and user experience in response to Trust priorities and emerging needs.

1.3. Work with stakeholders to define organisational and service requirements and translate them into platform solutions, advising on opportunities, constraints and implications.

1.4. Lead the design, configuration, testing and implementation of new platform functionality, modules and system-enabled processes, ensuring they meet agreed requirements.

1.5. Maintain alignment between platform configuration, data structures, permissions and workflows as organisational requirements change.

1.6. Monitor developments in learning and talent technologies, identifying and recommending opportunities to enhance the platform and its contribution to Star Talent Academy

2. Platform Operations and Governance

2.1 Oversee the effective day-to-day operation of the Talent Platform, ensuring reliable performance, appropriate access, accurate data and effective support arrangements.

2.2 Develop and maintain platform governance arrangements that define responsibilities, decision-making and oversight.

2.3 Establish and maintain operational procedures for platform administration, configuration, testing, change control and risk management, incorporating agreed data-quality standards.

2.4 Oversee system releases and upgrades, including testing, impact assessment and implementation.

2.5 Ensure appropriate arrangements are in place for business continuity and operational resilience.

2.6 Monitor platform performance, risks and operational issues, resolving matters within delegated authority and escalating significant concerns or decisions as appropriate.

3. Adoption and Continuous Improvement

3.1 Lead the Trust-wide adoption of the Talent Platform and associated processes.

3.2 Develop and coordinate communication, engagement, training and support plans that enable colleagues and managers to use the platform effectively.

3.3 Analyse system data, stakeholder feedback and service information to understand user needs and behaviour and identify barriers to adoption.

3.4 Work with school leaders, Star Central teams and other stakeholders to address identified barriers through targeted support and improvements to platform accessibility and usability.

3.5 Monitor engagement and adoption to evaluate the effectiveness of these interventions and inform further action.

3.6 Develop and maintain the guidance, resources and training materials needed by administrators, managers and end users.

3.7 Benchmark adoption and user-support practice to identify approaches that could benefit the Trust.

4. Data, Reporting and Talent Intelligence

4.1 Lead the development of effective reporting and analytical capabilities across the Talent Platform, ensuring that relevant information is accessible, accurate and useful.

4.2 Work with stakeholders to establish reporting requirements and develop dashboards, reports and management information relating to learning, appraisal, succession, career development and platform engagement.

4.3 Analyse platform data to identify trends, development needs, areas of risk and opportunities for improvement, providing clear findings and recommendations to relevant colleagues and senior leaders.

4.4 Work with Star Central teams to connect reliable platform data with wider workforce information where appropriate, informing professional development, succession and workforce decisions.

4.5 Establish and maintain appropriate data-quality standards and assurance processes, working with relevant teams to resolve issues and improve the reliability of information.

4.6 Evaluate platform developments against agreed outcomes and use the findings to inform roadmap priorities.

5. Integration with Professional Development and Talent Processes

5.1 Work with the Head of Professional Development, People and Wellbeing and relevant colleagues to align platform-enabled processes with agreed approaches to professional learning, appraisal, succession planning and career development.

5.2 Lead the development of platform-enabled processes and workflows that support talent identification, succession planning and career progression.

5.3 Develop integrated platform processes that connect appraisal outcomes, professional goals and identified development needs with relevant learning, competency frameworks, career pathways and succession development.

5.4 Lead the continued development of My Star as a personalised career development environment, ensuring its functionality and supporting information enable staff to explore career pathways and relevant development opportunities.

5.5 Advise colleagues on the practical application of platform functionality and emerging technologies to professional development and talent processes.

5.6 Recommend opportunities to strengthen the Trust's approach to talent, succession and career progression, drawing on experience of platform-enabled processes.

6. Leadership and Management

6.1 Provide effective leadership and management of colleagues responsible for platform administration, data, adoption and user support, ensuring clear priorities, appropriate standards and opportunities for professional development.

6.2 Plan and coordinate resources and activities to deliver agreed priorities, manage competing demands and maintain effective platform operations.

6.3 Build the knowledge, skills and resilience of the platform team, ensuring effective documentation, knowledge sharing and reduced reliance on external technical support.

6.4 Provide expert advice, progress updates and recommendations to the Head of Professional Development and relevant groups, contributing to informed decisions about platform development, investment and improvement.

7. Supplier and Stakeholder Management

7.1 Manage Cornerstone and other supplier relationships, holding suppliers to account for service delivery, system updates, technical support and issue resolution.

7.2 Contribute to procurement, contract renewal and investment decisions relating to talent technology and associated services, providing recommendations on functionality, service quality and value for money.

7.3 Maintain productive working relationships with school leaders, Star Central teams, IT, People and Wellbeing, external suppliers and other stakeholders to coordinate delivery and resolve cross-team dependencies.

7.4 Consult affected stakeholders on the implications of proposed changes to platform functionality and associated processes.

7.5 Explain complex system, data and process requirements clearly to technical and non-technical audiences.

8. Other Responsibilities

8.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.

8.2 Work within the Trust's policies and procedures.

8.3 Support the wider work of Star Talent Academy when appropriate.

8.4 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.

8.5 Contribute to the wider life of the Trust and the Star community.

8.6 Carry out any such duties as may be reasonably required by the Trust.

9. Records Management

9.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

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PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	Assessed by: App Form	Assessed by: Interview /Task
QUALIFICATIONS				
1.	5 A*- C or 9-5 at GCSE including English and Maths or equivalent.	**E**	✓	
2.	Relevant degree, professional qualification or equivalent demonstrable professional experience in digital systems, learning technologies, talent management or a related field.	**E**	✓	
3.	Cornerstone OnDemand product certifications for Learning Management System (LMS), Performance, or Talent Market Place.	**D**	✓	
4.	Evidence of continuing professional development and commitment to developing self and others.	**E**	✓	
EXPERIENCE				
5.	Substantial experience of managing and developing a complex digital learning or talent management platform, including operational delivery and continuous improvement.	**E**	✓	✓
6.	Experience of translating organisational priorities into a platform development plan and delivering system changes, including requirements gathering, testing and deployment.	**E**	✓	✓
7.	Experience of managing platform operations, including administration, data quality, user support and issue resolution.	**E**	✓	✓
8.	Experience of using system data, reporting and analytics to monitor performance, identify improvements and support decision-making.	**E**	✓	✓
9.	Experience of leading platform adoption and organisational change through stakeholder engagement, communication and improvement to user experience.	**E**	✓	✓
10.	Experience of working with stakeholders to define organisational or service requirements and agree suitable digital solutions.	**E**	✓	✓

			Assessed by:	
No	**CATEGORIES**	**Essential/ Desirable**	**App Form**	**Interview /Task**
11.	Experience of managing supplier relationships, technical service providers or external consultants.	**D**	✓	✓
12.	Experience of managing or supervising staff, coordinating team activities or leading the work of others.	**E**	✓	✓
13.	Experience of working with Cornerstone OnDemand or a comparable integrated learning and talent platform.	**D**	✓	✓
14.	Experience of working within education, a multi-academy trust or another complex multi-site organisation.	**D**	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
15.	Strong understanding of digital platform management and development such as; system configuration, integration, governance, release management, data quality, reporting and continuous improvement.	**E**	✓	✓
16.	Understanding of how digital platforms connect learning, appraisal, competency frameworks, career pathways and succession planning.	**E**	✓	✓
17.	Awareness of developments in AI, skills technologies, personalised learning and talent intelligence.	**D**	✓	✓
18.	Ability to translate policy and stakeholder requirements into effective platform workflows, data structures and user guidance.	**E**	✓	✓
19.	Ability to establish effective working relationships, communicate complex information clearly and influence stakeholders at different organisational levels.	**E**	✓	✓
20.	Strong analytical skills, including the ability to interpret platform data, identify trends and present clear findings and recommendations to inform decisions.	**E**	✓	✓
21.	Ability to plan and deliver complex projects and system improvements, managing competing priorities, resources, risks and deadlines effectively.	**E**	✓	✓
PERSONAL QUALITIES				
22.	A proactive, solutions-focused approach and sound professional judgement.	**E**	✓	✓

			Assessed by:	
No	**CATEGORIES**	**Essential/ Desirable**	**App Form**	**Interview /Task**
23.	Attention to detail and a commitment to delivering high-quality services.	**E**	✓	✓
24.	A collaborative and adaptable approach, with a commitment to continuous improvement and learning from others.	**E**	✓	✓
25.	Commitment to safeguarding, equality, diversity and inclusion, and to the Trust's vision and values of Service, Teamwork, Ambition and Respect.	**E**	✓	✓