Business Solutions Lead – HR Technology

Role Description

GRADE

Grade 6

LOCATION

Sighthill, Edinburgh

LINE MANAGER

Head of People and Performance (Business Lead) and the Programme Manager

Role Summary

The Business Solutions Lead – HR Technology role is pivotal in shaping the future of HR service delivery through technology. This is a senior role within a major transformation programme, and the role holder will be a subject matter expert responsible for the design, integrity, and delivery of the end-to-end HR technology solution.

The role holder ensures that the solution aligns with best practice HR processes, organisational strategy, and technical architecture, to ultimately improve HR processes and overall colleague experience

Line Management Responsibility for:

This role does not have any line management responsibilities currently.

Main Duties and Responsibilities

Solution and Service Design & Delivery

- Lead the end-to-end design and delivery of the HR technology solution, identifying opportunities to streamline processes and enhance efficiency through automation, employee and manager self-service, and intuitive user experiences.

- Ensure the solution is strategically aligned with business objectives, user needs, and technical architecture, supporting both immediate and long-term organisational goals.

- Drive critical design decisions through the Solutions Design Authority, ensuring traceability, stakeholder alignment, and adherence to the overarching project governance framework.

- Co-develop the IS Service Design and Delivery model from a People Team perspective, working in close partnership with Information Services and MHR's Change Management consultants to ensure a sustainable and supportable solution.

- Support and guide Workstream Leads in the creation of new standard operating procedures (SOPs), ensuring these are aligned with the new system and supported by clear, accessible training materials.

- Collaborate with the Business Change Workstream Lead to shape the change management plan, identifying areas of significant impact, potential adoption challenges, and strategies to support successful transition and user engagement.

Testing & Implementation

- Lead and support Workstream Leads in defining comprehensive testing scenarios, scripts, and acceptance criteria that reflect real-world use cases and business requirements.

- Coordinate and oversee user acceptance testing (UAT), ensuring defects are logged, prioritised, and resolved efficiently, and that the solution meets quality standards and stakeholder expectations.

- Ensure the solution is robust, scalable, and future-ready, with clear ownership for ongoing support and maintenance, and alignment with the University's long-term digital strategy.

- Collaborate with Information Services and implementation partners to validate technical performance, integration points, and data integrity throughout the testing lifecycle

- Governance & Risk Management

- Proactively identify, assess, and manage solution-related risks and issues, ensuring timely escalation and resolution in line with the programme's risk management framework.

- Lead impact assessments for proposed changes to the HR technology solution, evaluating implications for processes, data, systems, and user experience.

- Ensure full compliance with data protection legislation (e.g., UK GDPR), internal governance policies, and information security standards, working closely with Information Governance and IT Security teams.

- Champion good governance practices by embedding risk awareness, accountability, and traceability into all aspects of solution design and delivery.

**Stakeholder Engagement and Key Relationships**

- Act as the primary liaison across all project workstreams, ensuring alignment, information flow, and timely resolution of interdependencies.
- Engage and influence senior stakeholders, including the University Leadership Team and Senior Leadership Team, by providing clear, concise updates on progress, risks, and key decisions.
- Build and maintain strong relationships with external vendors and implementation partners, ensuring accountability, effective collaboration, and delivery against agreed milestones.
- Communications teams to ensure stakeholder perspectives are considered in solution design and communication is tailored to diverse audiences across the University

Collaborate with key internal stakeholders, including, but not limited to:

- Finance – for budget planning
- Legal and Information Governance – to ensure compliance and risk mitigation
- People Team colleagues – to align system functionality with employment frameworks and to support colleague training and development
- IS Service Desk – for post-implementation support planning
- Trade Union Representatives– to support engagement

Additional:

- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.
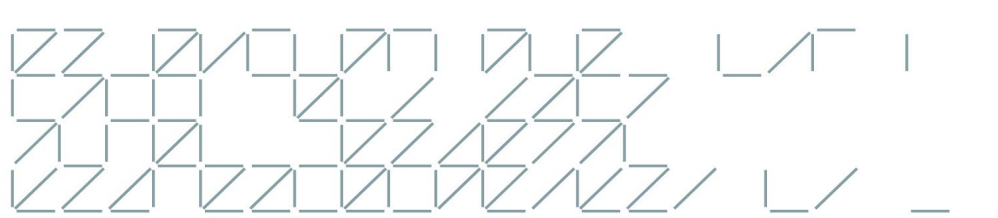
PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
• Professional qualifications (e.g., CIPD, PRINCE2, AgilePM)		✔
Skills / Experience		
• Proven experience delivering SaaS-based HR technology solutions	✔	
• Strong understanding of HR processes, policies, and service delivery models	✔	
• Understanding of HR data structures and analytics	✔	
• Experience working in cross-functional project teams, ideally in a matrix environment	✔	
• Ability to translate business needs into technical requirements and vice versa	✔	
• Excellent stakeholder engagement and communication skills	✔	
• Experience contributing to digital HR strategy or transformation roadmaps		✔
• Experience in higher education or public sector		✔
• Familiarity with agile or hybrid delivery methodologies		✔