Job Description

Business:	Pilgrims Europe
Department:	People Systems
Job Title:	JTP System Administrator
Head of HR Systems	Head of HR Systems
Location:	TBA

Job Purpose:

In Pilgrim's Europe, we are on a journey to provide cutting-edge HR technology that supports our teams, and we are looking for a JTP Systems Administrator who shares our passion for creating a seamless and supportive employee experience.

The JTP Systems Administrator sits within the dedicated HR Systems Team, created to deliver a high-quality and cost-effective people information service to the Business Units. The role will support our continued investment in technology to drive efficiencies and improved ways of working, primarily supporting the talent cycle and organisational Engagement Survey across Pilgrim's and JBS Europe.

As a JTP Systems Administrator, you will play a critical role in ensuring the effective use and optimization of our JTP system. You will work closely with the Continental Europe JBS entities, JBS USA and Pilgrim's Europe Culture and Engagement Team to technically support the 360 Evaluation, 9 Box and Engagement Survey processes. This includes managing system configuration, employee data imports, managing the setup and release of each process for each company in alignment with JBS Global timeframes, managing system faults and replication errors, security role permissioning, system enhancement testing, managing Qlik reporting, as well as end user access issues and defect management.

You'll collaborate with key stakeholders from each business to communicate each processes timelines and requirements, ensure accurate and updated data is collated and uploaded and as well as facilitate access to system training to facilitators to ensure the delivery of smooth end-to-end experience across the business.

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Duties / Responsibilities:

1. System Administration Support:
- Lead the system configurations for the JTP Talent System – People record imports and updates, Setup and manage each cycles of 360, 9Box, Development Plan, Engagement Survey as well as any other modules as required
- Deliver Subject Matter Expertise, including troubleshooting and resolving system problems, performing scheduled activities and recommending solutions or alternate methods to meet requirements
- Ensure data integrity, perform scheduled activities and troubleshoot issues to ensure smooth operation for all employees
- Communicate and coordinate annual cycle within JTP with each of the Business Leads
- Provide support to HR users and employees, resolving tickets within designed SLAs, queries and ensuring a positive experience. Provide support primarily for the JTP System and other downstream People Systems
- Proactive issue management, providing regular feedback to senior team members and Site HR where required, building capability and expertise on system use and functionality

2. Data & Reporting
- Manage and maintain the required mapping tables and unique codes required for the employee data within the JTP system
- Schedule regular reporting throughout each talent cycle to each of the business Leads
- Generate and maintain HR reports, dashboards, and analytics that provide insights into employee trends, engagement, and performance.
- Ensure data accuracy, security, and compliance with legal and regulatory requirements.
- Manage and respond to global reporting needs across all JTP-linked systems. Build reports and dashboards that support business insights and compliance.

3. Collaboration & Innovation
- Partner with Business Leads from Pilgrims Europe, JBS Europe and JBS Global to ensure successful completion and compliance with the Global Talent processes within JTP
- Partner with HR and IT teams to ensure that the JTP System integrates seamlessly with other business systems and remain updated and current.
- Stay up-to-date with the latest JTP System updates, innovations, and best practices, and share these insights to help improve the employee experience.
- Various ad hoc projects and tasks as reasonably requested

4. System Enhancements
- Identify, plan, test and implement system enhancements and the implementation of additional modules.
- Work closely with stakeholders to gather requirements, manage testing cycles, and ensure smooth implementation.
- Coordinate testing with key users, gathering feedback and ensuring enhancements are implemented.
- Provide technical and user support for system issues. Lead the testing and validation of updates of fixes before release.
- Coordinate and support planning, testing, and implementation of system tools and data o ensure functionality, accessibility, and data integrity.

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Candidate Requirements:

Essential:

Experience supporting HR and/or payroll systems including experience with end user system support, managing access, trouble shooting and reporting.

Demonstrated ability to plan and prioritise effectively, organise tasks and manage competing resources and demands

Proven analytical and critical thinking capability to resolve issues that may arise with managing data in a system

Demonstrated ability to build effective relationships internally and externally with clients, intermediaries, and service providers

Strong skills in data handling, reporting, and testing procedures.

Ability to plan and deliver system enhancements independently.

Proven ability to manage stakeholder relationships and understand business process needs.

Desirable:

Proven system administration experience in JTP System or similar HRIS systems

Experience in manufacturing businesses

Attention to detail, problem-solving abilities, and a commitment to delivering high-quality service to your colleagues.

Strong skills in Microsoft Excel

Ability to work under pressure during peak seasonal periods

Demonstrated project support experience

Prior involvement in employee survey systems or similar data collection initiatives

Experience in managing an active ticketing system

Document Control		
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