**1. POST TITLE:** Assistant Human Resources Officer

**2. POST NUMBER:**

**3. GRADE:** 7

Job Evaluation Ref No: N8799

**4. LOCATION:** Your normal place of work will be Council Offices, Green Lane, Spennymoor. However, you may be required to work at any council workplace within County Durham

**5. RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder is accountable to the Senior Human Resources Officer (Operations and Data)

**7. DESCRIPTION OF ROLE:**

This post will involve working across the HR Operations and Data function as and when required as directed (by the HR Team Leader Operations and Data) and may involve working in one of a number of areas; Operations or Payroll.

To contribute to the provision of an efficient and effective HR service in relation to the recruitment, selection, changes which occur during the employee lifecycle, accurate data is supplied and accurate payroll information is maintained.

To provide a flexible multi-skilled approach across the HR Operations function, ensuring service delivery and appropriate separation of duties are maintained.

**8. DUTIES AND RESPONSIBILITIES  *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for. You may be required to undertake any of the following tasks:

 Work as part of a cohesive team to provide an efficient and effective HR helpdesk service to customers and employees, which includes dealing with a wide range of customer queries regarding a multitude of issues relating to the whole of the Human Resources function;

 Maintain an up to date knowledge of HR policies, procedures and principles to ensure appropriate advice is given to all employees and managers;

 Providing support to the Human Resources Officer in relation to recruitment and selection, contractual changes during the employee lifecycle and the accurate inputting and processing of payroll information. Ensuring targets/deadlines are met, and new starter and leaver procedures are maintained;

 Supporting the Human Resources Officer to work closely with Services, assisting line managers to understand and implement policies and procedures relating to the recruitment of new starters and changes which occur during the lifecycle of an employee;

 Ensuring that timely and accurate payroll information is input/uploaded into the system. Checking data in accordance with documented procedures, ensuring inaccurate or missing data is resubmitted and to agreed timescales;

 Ensuring timely information is supplied in respect of HR and Payroll functions, for example including but not limited to year end information;

 Undertake all work associated with the preparation and processing of payroll information;

 Maintaining master copies of timesheets/claim forms etc.

 Operating Pay As You Earn systems, such as Electronic Data Interchange, P45 procedures etc.;

 Support the HR Officer in the recovery of overpayments in line with the Council’s Overpayment Policy, including negotiating with employees to obtain agreement to the recovery and raising/checking invoices in relation to overpayment of salary;

 Assisting in the creation and/or timely dispatch of year end information;

 Assisting in the building and testing where required of revised HR and Payroll hierarchies to test system releases, upgrades etc.;

 Assist in the undertaking of special projects within the team as directed, including research and data collection;

 Assist in the monitoring and auditing of conformance with policy, procedures and management system requirements, along with associated procedural notes;

 Implementing pre-planned system developments;

 Providing support and advice for Resourcelink users;

 Be actively involved in continuous improvement projects, team meetings and training as required;

 Demonstrate a commitment to ensure compliance with the authority’s Equal Opportunities Policy;

 Ensure that confidentiality and data protection requirements are maintained and adhered to.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

9. **COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to

eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Assistant Human Resources Officer (HR Operations and Data)**

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|  | **Essential** | **Desirable** | **Method of**  **Assessment** |
| **Qualification** |  NVQ Level 4 in Business Administration or equivalent   Willing to work towards Associate CIPD  qualification |  HR or Payroll management qualification or  AAT or NVQ 5 in Business Administration or  equivalent. Also those studying for or those who already hold one of the above qualifications. | Application form  Selection Process Pre-employment checks |
| **Experience** |  Experience of working in an HR/Payroll environment   Experience of working to tight deadlines within a large HR/Payroll environment   Recent experience of HR/payroll preparation/processing   Experience of developing and providing efficient, high quality professional HR  services to customers, including customer  complaints/query resolution |  Current payroll experience in 1000+  employee organisation   Public sector HR/Ppayroll experience   Supervisory experience in an HR/Payroll related environment | Application form  Selection Process Pre-employment checks |
| **Skills /**  **Knowledge** |  Thorough and up to date knowledge and understanding of employment law in  relation to, but not limited to recruitment  and selection, contractual changes of employment and payroll   Knowledge of terms and conditions of employment across a wide range of  employee groups   Proven ability to solve complex human resource problems and the provision of  solutions   Problem solving, planning and organisational skills   Excellent communication & presentation |  Project Management Experience | Application form  Selection Process Pre-employment checks |

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|  | skills |  |  |
| **Personal**  **Qualities** |  Able to relate to people at all levels of the organisation   Able to prioritise own workload and meet deadlines   Able to work alone as well as part of a team   Able to work under pressure   Self-motivated   Flexible approach to work as duties may require work outside of normal hours   Customer orientated   Ability to cope with change   Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)   May be required to work outside of normal office hours |  | Application form  Selection Process Pre-employment checks |