Newcastle City Council

Job Description

Post Title: **Employee Administration Assistant**

Evaluation: **C68 - 407 Points** **Grade: N4**

Responsible to: **Team Leader**

Responsible for: **N/A**

Job Purpose: To assist in the provision of Human Resource Administration, Resourcing**,** Payroll, Pension, Finance, Payments and Income collection service

Main Duties: The following list is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To ensure the accurate completion of relevant documentation and maintain accurate records in accordance with the Authority's procedures.

2. To maintain an up-to-date knowledge of terms and conditions of employment and statutory legislation in order to work within statutory regulations and corporate procedures where necessary.

3. To liaise with all internal and external customers, particularly regarding the accuracy, completeness and authorisation of source documents to facilitate service improvement and ensure the delivery of an efficient service.

4. To respond to queries and correspondence referring more complex queries to the Senior Employee Administration Assistant for advice and guidance where necessary in order to facilitate the effective delivery of the service.

5. To assist with the accurate completion of returns, statistics and reports to ensure statutory and other information is provided on time and to the required standards for both internal and external customers.

6. To be aware of key performance indicators (KPIs) that affect the section and customers and ensure that all work is carried out in a way that contributes towards meeting KPIs.

7. To assist with the induction and support of staff in order to assist in the provision of a quality service to employees, managers and customers at all times.

8. To actively promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.