



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **HR Assistant**

### **Vacancy ID: 010728**

Salary: £18,795 - £19,171 Annually

Closing Date: 29/12/2019

### **Benefits & Grade**

Grade E

### **Contract Details**

Temporary up to September 2020 to cover maternity leave (this is subject to change and may be less than the date indicated)

### **Contract Hours**

37 hours per week

### **Job Description**

Xentrall Shared Services is a ground breaking public partnership between Stockton and Darlington Borough Councils. Our objective is to deliver excellent services to all, providing support and services to a range of customers including Local Councils, Schools and Academies, and Direct Payment Clients.

The Xentrall HR Services Team consists of Payroll, Recruitment, Absence, System Support, Business Support, Pensions and Payroll Services.

This post will be based within the System Support Team. The team currently provides support for two systems as we are in the process of moving our payrolls from PSE to ResourceLink. We have just completed two out of three phases for payroll and also have an ambitious programme for the further development of ResourceLink

You will be required to provide administrative support which will include help desk support, assisting customers to access the system and unlocking accounts when necessary, supporting the monthly payroll process in the running of reports and setting up of jobs within the system. These are just a few of the tasks you will undertake.

We are looking for someone with the right attitude, drive and determination to do a good job. You must be computer literate and have the ability to work to deadlines. You will be required to work to high levels of accuracy.

We have a wide customer base and pride ourselves on our customer service, so ideally you will be able to demonstrate an ability to build strong relationships and promote our service positively. This will require you to be a good communicator.

In return we will offer you a friendly yet professional work environment, in a modern office setting, where individual effort and teamwork are recognised and appreciated throughout the organisation.

An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Mandy Hill, HR Manager on 01642 527733 or email [Mandy.Hill@xentrall.org.uk](mailto:Mandy.Hill@xentrall.org.uk)

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.



## **XENTRALL SHARED SERVICES JOB DESCRIPTION**

**Post Title:** HR Assistant  
**Post Ref:** POS002872  
**Grade:** E  
**Responsible to:** Leader HR Team Leader

### **Job Purpose:**

To assist in the provision of an efficient and effective HR service to customers.

To undertake all duties to contribute to the achievement of a high quality service in accordance with specified service standards.

To work towards team and individual targets and objectives.

### **Main Duties and Responsibilities:**

#### Business

- Provide and give support to all service functions, including:
  - Recruitment and selection
  - Contracts of employment
  - DBS and other employment checks
  - Preparation and payment of salaries and wages to employees
  - Administration of pay-related documentation and payments to external agencies
  - Absence management
  - HR system technical support, configuration and maintenance
  - Writing, production and analysis of reports and management information for customers
- Administer all processes, documentation, input into and output from HR systems effectively and efficiently in line with service deadlines
- Assist in the maintenance, completion and issue of all files, systems, records and documentation
- Participate in reviews of the service, processes and procedures and deliver improvements through the production and introduction of new documents, equipment, technology and procedures as required
- Assist in the documentation and maintenance of HR standard operating procedures in line with frameworks covering business continuity and quality control

#### Customer

- Effectively and efficiently manage enquiries and requests for information via calls, e-mails, web activity and customer support line
- Assist in the provision of guidance and advice to all customers
- Enhance the image of the service by promoting awareness of services and achievements
- Maintain good relations with customers and ensure adherence to the highest standards of customer care
- Deal with telephone enquiries and undertake general clerical work, as appropriate

#### People

- Adhere to, and pro-actively meet, the Councils' policies on Equality and Diversity, No Smoking etc
- Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post

- Take reasonable care of your own health and safety and co-operate with management, so far as is necessary to enable compliance with the authorities health and safety rules and legislative requirements
- To undertake other duties and responsibilities commensurate with the grading and nature of the post

This job description outlines the main activities of the postholder. It is not meant to be nor is it, an exhaustive or exclusive list of specific duties and activities.

 <b>Xentrall</b> Shared Services Delivering Excellence for All	<b>Person Specification</b>	<b>Job No: POS002872</b>
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Service Group	Xentrall Shared Services
Service Area	Xentrall HR
Job Title	HR Assistant
Grade	E

Qualifications and Experience			
Criteria	Essential	Desirable	Method of Assessment
Qualifications and Education	<ul style="list-style-type: none"> <li>Numerate with good use of English, written and oral</li> <li>Demonstrable potential for further development</li> </ul>	<ul style="list-style-type: none"> <li>5 GCSE's Level A-C including Maths, English or equivalent</li> <li>Working towards relevant NVQ</li> </ul>	Application form Certificates
Experience and knowledge	<ul style="list-style-type: none"> <li>Customer service experience</li> <li>Use of ICT</li> <li>HR or Payroll experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using PSE or similar HR systems</li> <li>Experience and understanding of local authority and locally agreed terms and conditions of employment including pay and grading</li> </ul>	Application form Interview References
Skills	<ul style="list-style-type: none"> <li>Ability to prioritise work and meet deadlines</li> <li>Ability to communicate and develop excellent working relationships</li> <li>Ability to work as part of a team as well as demonstrating own initiative</li> <li>Ability to work effectively towards performance targets</li> </ul>		Application form Interview References
Personal Attributes	<ul style="list-style-type: none"> <li>Confidentiality and personal integrity</li> <li>Ability to think innovatively and creatively and be willing to accept change</li> </ul>		Interview References

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.