South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Payroll Assistant

GRADE: Band 4

RESPONSIBLE TO: Team Leader

Overall Objectives of the Post:

To provide specialist payroll and pension administrative support for the functional areas within HR Services. Additionally, the role will support the work of Operational Services to ensure the effective delivery of services to colleagues and customers.

Key Tasks of the Post:

Areas of Expertise and Knowledge Management

- To provide full administrative support to the Payroll Team, both as a general administrative function, and also for a designated specialist area.
- To be fully conversant with the policies and procedures for the relevant team, to be able to administer the work in the most effective way, providing advice and guidance to colleagues and customers as requested.
- To assist in ensuring the Payroll Team runs smoothly and routine administrative work for the team is undertaken.
- Understand the regulatory, IT systems and operational requirements relating to employment terms sufficiently to be able to deliver advice or ensure appropriate workflows through the functions processes.
- To act as an 'expert' within the relevant service area and a main point of contact for others within the team for more complex enquiries.
- Coaching and mentoring new and existing members of the team on relevant policies.
- Problem-solve customer issues, achieving solutions, which are mutually beneficial to all concerned. To deal with queries escalated by more junior colleagues.
- Follow HR Services and Payroll processes, systems and procedures to generate written correspondence to customers. For cases that are non-standard, generate draft responses for approval by Team Leaders.
- Accurately document and generate responses to telephone and written transactions, maintaining up to date databases, submitting any reports on daily activities as requested.
- Carry out a range of Payroll and HR support and administrative duties.

Team Working

- To work as an integral part of the Payroll Team and support HR Services in the efficient delivery of its service.

- To support colleagues in providing generalist or specialist support for customers relating to payroll or pensions.
- Assist fellow Payroll and HR Operations Assistants to manage their workload and check the quality and accuracy of their work to ensure compliance with Operational Services procedures and legislation.

Customer Liaison/Advice/Relationship Management

- To act as a first contact point for customers making enquiries, or requiring services, and ensure requests are communicated efficiently and effectively.
- Ensure a customer focussed culture is achieved by providing all customers with prompt, courteous, and knowledgeable service in a professional manner, adhering to established service standards and organisational performance standards.
- Communicate with customers in a tactful manner, show empathy and resolve conflict effectively.
- Listen with empathy showing genuine commitment and caring toward others' issues and concerns. Seek clarification to help define underlying issues in order to provide accurate advice.
- Respond creatively to problems, follow policy guidelines but use initiative to produce a customer focussed solution.
- Act as the expert in certain payroll and pension issues and deal with/or advise others on more complex queries.
- Identify opportunities when communicating with customers to further develop 'self-service' HR activities that meet customer needs and improve efficiency.
- To record and monitor contacts from customers, to enable the team to comply with PI's and targets.
- To assist in identifying common issues for action, with the aim of providing an improved service for customers.

Level of Autonomy and Decision Making

- Responsible for working with colleagues to ensure Payroll and Operational Services can provide support to all customers.
- Able to consider the implications of courses of action and implement the best solutions.

All employees are expected to act as an ambassador for the Service.

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 list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JW/KDS

Date: 13/08/2019