



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Payroll Assistant

GRADE: Band 4

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> At least 4 GCSE's Grade C or above including Maths and English or equivalent 	<ul style="list-style-type: none"> NVQ Level 3 Customer Service or equivalent relevant qualification or demonstrable experience 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Significant experience of working in a payroll and/or process driven customer service environment Significant experience of working with payroll and human resources information, understanding its importance and confidential nature Significant experience of working in a busy office environment 	<ul style="list-style-type: none"> Experience of working in an administrative or customer service environment within local government Experience of supervision of staff 	<ul style="list-style-type: none"> Application form Interview References Test
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Detailed working knowledge of Payroll/Pensions and Pensioner Payroll Must be computer literate and proficient in the use of the Microsoft suite of programmes, and in particular Word, Excel and Outlook Able to problem solve and define a problem systematically. Makes sense of information by organising it efficiently Able to understand and interpret policies, procedures and relevant legislation relating to Payroll, LGPS, Teachers Pension Scheme, NHS Pensions etc. Basic knowledge of any national government legislation, regulations or guidelines, which may impact service delivery 	<ul style="list-style-type: none"> Extensive knowledge of the Payroll/HR Information System, from either a Payroll or Human Resources perspective 	<ul style="list-style-type: none"> Interview References

	<ul style="list-style-type: none"> • Excellent verbal and written communication skills - able to communicate effectively with a range of internal and external people at different levels 		
Disposition	<ul style="list-style-type: none"> • Able to clarify tasks, plan work in advance, and prioritise work to achieve deadlines • Attention to detail • Flexibility to work independently or as part of a team • Flexible approach to work • Committed to the principles of equality and diversity 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Baseline security clearance 		<ul style="list-style-type: none"> • Basic check