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| **Job Description** |
| **Post title** | Payroll and Employee Services Officer |
| **JE Reference No** | N8798 |
| **Grade** | Grade 9 |
| **Service** | Resources |
| **Service Area** | Financial and Transactional Services |
| **Reporting to** | Payroll and Employee Services Team Leader |
| **Location** | Your normal place of work will be Green Lane, Spennymoor, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

This post will involve working across the Payroll and Employee Services function as and when required as directed (by the Payroll and Employee Services Team Leader and may involve undertaking tasks which cover a number of functions e.g. Resourcing, lifecycle of the employee, Data or Payroll.

The post holder will be responsible for their own day to day workload within the Payroll and Employee Services function, relating to the recruitment, contractual changes and the accurate recording and processing of payroll information.

To prioritise and plan their work associated with a wide range of tasks fundamental to an efficient and effective service to all internal and external customers.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Providing support to the Payroll and Employee Services Team Leader in relation to all aspects of recruitment (including casual and agency workers) and selection, contractual changes during the employee lifecycle and the accurate inputting and processing of payroll information. Ensuring targets/deadlines are met and escalating concerns where appropriate.
* Working 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.
* Support managers and employees on the Redeployment Policy, including attending Redeployment interviews and trial reviews, maintain the redeployment database and case files, liaise with colleagues who complete appointment/payroll actions for successful trials.
* Support the provision of an efficient and effective Payroll and Employee Service Helpdesk which includes dealing with a wide range of customer queries regarding a multitude of issues relating to the function.
* Ensuring the inputting and processing of payroll information is accurate and complete, handled promptly and efficiently, ensuring new starter and leaver procedures are maintained to avoid under/over payment, deadlines are met and procedures followed.
* Up to date knowledge of laws, rules and regulations related to employment legislation, data protection/GDPR and HMRC statutory obligations.
* Dealing with requests for reworks and cancellations (amendments and corrections to payroll and recovery of overpayments) including monitoring the volume and nature of requests and assessing how processes/working practices can be adapted to reduce rework.
* Checking and authorising of payroll checklists monthly.
* Assisting in the creation and/or timely dispatch of year end information to HMRC.
* Support the Payroll and Employee Services Team Leader in the bulk processing and annual maintenance routines.
* Lead on the recovery of overpayments of salary, ensuring policy is followed, monitoring recovery and instigating the raising of invoices where agreement of the recovery is not reached.
* Ensuring timely information is supplied to pensions colleagues in respect of payroll starters and leavers.
* Provision of Pension estimates to Service managers.
* Liaise with Service managers and assist the preparation of Business cases for consideration by the ERVR/CR Panel meetings.
* Undertaking work associated with the building, and testing where required, of revised HR and Payroll hierarchies including testing system releases, upgrades etc. as required.
* To contribute to project management of relevant multi-disciplinary work and the delivery of key Payroll and Employee services initiatives.
* Support the Payroll and Employee Services Team Leader in the identification, development and planning of the HR strategy, policy, systems and key HR initiatives, and leading on transformational projects within the Services, supporting Service/Organisational Development initiatives, including the e-enablement of HR/Payroll systems.
* Work with the wider HR function to contribute to the development and review of HR policies and procedures.
* Undertake monitoring, analysing and interpreting workforce information e.g. regular internal statistical returns and national surveys and the provision of reports as required.
* Review, monitor and audit conformance with policy and management system requirements.
* Represent the Service on working groups including but not limited to committee and professional associations, including developing and maintaining relationships with outside agencies and organisations and other Local Authorities.
* Deputise for the Payroll and Employee Services Team Leader when required.
* Work flexibly across the Payroll and Employee Services function when required.
* Implementing pre-planned system developments.
* Creating and maintaining detailed procedural notes.
* Creating and delivering a quality training programme for end users.
* Controlling security profiles and user access permissions.
* Providing support and advice for Resourcelink users.
* 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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * CIPD Level 5 or CIPP Foundation Degree in Payroll Management (Level 5)
 | * Associate Member of Chartered Institute of Personnel and Development or other relevant professional body and successfully completed the CIPD Advanced Post Graduate in HRM/HRD (Level 7)
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| Experience | * Experience of dealing with complex payroll and employee services related casework in relation to recruitment and contractual changes during the employee lifecycle
* Recent experience of payroll and employee services related preparation/processing
* Experience of using a computerised HR/Payroll system
* Experience of providing support to resolve client based problems
* Experience of developing and providing efficient, high quality professional HR/Payroll services to customers
* Producing reports and presenting findings
 | * Contribution to the development of HR projects, policies, procedures and/or guidance documents and support materials
* Current payroll experience in 1000+ employee organisation
* Public sector payroll experience
* Project Management experience
* Supervisory experience in an HR/Payroll related environment
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| 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, and organisation skills
* Excellent communication & presentation skills
* Ability to plan and organise own workload
 | * Project Management experience
* Knowledge of Local Government workings and legislative framework, including employment legislation
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| Personal Qualities | * Able to relate to people at all levels of the organisation
* Able to prioritise work and meet deadlines
* Able to work alone as well as part of a team
* Able to work under pressure
* Self-motivated
* 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
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