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| **Job Description** |
| **Post title** | Payroll and Employee Services Support Officer |
| **JE Reference No** | N8800 |
| **Grade** | Grade 5 |
| **Service** | Resources |
| **Service Area** | Finance and Transactional Services – Payroll & Employee Services |
| **Reporting to** | Payroll and Employee Services Team Leader |
| **Location** | Your normal place of work will be Green Lane, Spennymoor. However, 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 iseligible 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** |

Ensure the accurate and timely processing of payroll and employee services information to ensure high volume monthly payments are made on time.

Create and maintain employee payroll records

To provide a flexible multi-skilled approach across the Payroll and Employee Service, ensuring a high level of service delivery is maintained.

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| **Duties and responsibilities** |

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

* Support and assist Assistant Payroll and Employee Services Officers to meet their duties and responsibilities.
* Work as part of a cohesive team to provide an efficient and effective helpdesk service to customers and employees, which includes dealing with a wide range of customer queries regarding a multitude of issues relating to the HR function.
* Input/upload, checking and reconciling of complex Payroll changes, in line with set deadlines to ensure all employees are paid accurately and on time.
* Undertake all work associated with the preparation of temporary payroll elements – including calculating, coding and payment of timesheets, mileage claims and other salary adjustments.
* Processing, balancing, and costing monthly payrolls.
* Create and issue contractual documentation and answer associated enquiries on terms and conditions of appointment in line with the Local Collective Agreement, including appointments for casual workers, apprentices and redeployment appointments
* Where appropriate assist with manually calculating salary information where over/under payments have been made to correct payments.
* Compliance with HMRC reporting requirements via FBI (file by internet) to produce, reconcile and provide monthly salary reports to HMRC.
* Liaise with HMRC, Tax Office, Pension Organisations responding to a range of queries in relation to salaries, tax, NI, pension contribution bands etc.
* Local Government Pensionable Pay calculations – calculated for all DCC leavers this includes employees accessing their benefits as well as those transferring pension contributions to other Schemes.
* Assist with the implementation of pre-planned Resourcelink system developments – i.e. pension and salary increases and Year End processes
* Liaising with external customers (Bureau customers/Academies) in line with SLAs requiring specialist knowledge of external customer requirements including a range of different conditions of service and payroll arrangements.
* Reconcile and create reports for payroll and third party payments for external customers.
* Maintaining the Resourcelink system to ensure that new posts are created with the correct service profiles, attached to the correct hierarchy and that relevant pay elements are attached in line with the correct conditions of service.
* Production of statistical returns – collating, sorted and recording data.
* Assist where required in internal auditing processes to ensure we are operating efficiently and effectively.
* Clear understanding of the varying terms and conditions of service and how to apply them correctly across the Council.
* Ensure compliance with School Workforce Census returns to categorise employees in line with Government reporting requirements.
* Application of accurate pension contributions and responding to associated enquiries from pension organisations, i.e. LGPS, NHS, Teachers Pensions and calculating any adjustments.
* Assisting with complex restructure processes, i.e. maintenance of the Resourcelink hierarchy, post to post reporting and post creations/deleting.
* Maintain an up to date knowledge of HR policies, procedures and principles to ensure appropriate advice is given to all employees and managers.
* Input/upload, checking and reconciling of Payroll data in accordance with documented procedures and to agreed timescales.
* Accurate recording and maintenance of all HR systems (including Resourcelink and SSID), including requesting new posts where required, recording salary protections, service profiles and increments due.
* Undertake all work associated with the preparation of temporary payroll amendments, including timesheets, mileage claims and other salary adjustments.
* Liaise closely with other service areas and outside bodies regarding the adherence of service operating procedures and payroll deadlines including IT Service providers, HMRC and the Audit Commission.
* Assisting with the implementation of pre-planned system developments for example but not limited to applying pension and salary increases and Year End information.
* Assist in the undertaking of special projects within the team as directed, including research and data collection.
* Assist in the monitoring and auditing of conformance with policy, procedures and management system requirements.
* Creating and maintaining detailed procedural notes.
* Be actively involved in continuous improvement projects, team meetings and training as required.
* 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 | * NVQ Level 2 qualification in Business Administration or an equivalent relevant qualification.
 | * Level 3 - CIPP Payroll Technician Certificate / CIPD or relevant equivalent, or willingness to study
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| Experience | * Experience in an office environment with Payroll/HR related duties
* Experience of working to tight deadlines preferably within a large organisation
* Experience of developing and providing efficient, high quality professional services to customers
* Experience of working with IT systems and processes
 | * Recent experience of HR/Payroll preparation/processing
* Experience of using a computerised HR/Payroll system
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| Skills & Knowledge | * Knowledge and understanding of HR/Payroll systems
* Knowledge of Microsoft Office software packages
* Strong organisational and planning skills
* Good customer service skills
* Ability to communicate both verbally and in writing
* Accurate and consistent – high levels of attention to detail
* Strong numeracy skills
 | * Knowledge of Local Authority terms and conditions of employment across a range of employee groups
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| Personal Qualities | * Able to communicate with a wide range of people, face to face, telephone, written
* Able to prioritise own workload and meet deadlines
* Customer orientated
* Able to work flexibly to meet the needs of the service
* Able to work as part of a team and on own initiative
* Self-motivated
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
* Willing to work flexibly as may be required to work outside of office hours
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