

Employee Services Officer

Reports to: **Team Leader**

Direct reports: N/A

Evaluation: **446 points**

Grade: **N5**

Reference: **A5310**

Purpose

To provide an effective and efficient Human Resource Administration, payroll and pensions service in line with Council policy, procedures and relevant legislation.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To be first point of contact for all payroll, HR admin, recruitment, and pensions queries.
2. To prepare and process all documentation relating to the recruitment and selection process.
3. Assist with the planning, preparation and attendance at recruitment events.
4. To process pre-employment checks including DBS and right to work documentation and to ensure letters and statements of particulars are issued in accordance with statutory requirements.
5. To prepare and process applicants, new starters, contractual changes and leavers onto the HR/Payroll system.
6. To process payroll and salaries in line with organisational instructions and statutory regulations.

7. To maintain an up-to-date knowledge of HR policies and procedures and statutory legislation to ensure appropriate advice is given.
8. Liaising with external customers in line with SLA/Contract requiring specialist knowledge of external customer requirements including a range of different conditions of service, payroll and pension arrangements.
9. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.
10. To undertake quality assurance processes as directed, this will include, for example, the provision of management information, statistics and ensuring that all financial controls and security arrangements are followed in accordance with procedures.
11. To support with the development, implementation, maintenance, and testing of systems.
12. To undertake training and development as required and to be responsible for the training and development of colleagues as necessary.
13. To participate in identifying and implementing business process improvements and participate in the development of business opportunities relevant to the service area.
14. To contribute to specific projects as required.
15. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.