

Job description

Job title: HR & Payroll Officer
Grade: Dorset Grade 7
Job evaluation reference: HR020
Job family: Human Resources

Purpose and impact

1. Undertake a range of procedures and activities to support delivery of HR & OD services that meet the needs of customers, adhere to deadlines and align with the council's aims to transform ways of working.

Key responsibilities

2. Undertake a key role in the delivery of HR and payroll services to the council and other customers of the service (including pensioners and members) by acting as a point of contact and source of support, working to deadlines while maintaining high standards of customer service and ensuring compliance with statutory obligations.
3. Input, interpret and process where necessary a range of HR, payroll, travel/expenses and pensions related information to the DES system, including starter and leaver information and changes to working hours and posts, using the relevant HR & OD ICT system to maintain accurate employment records and enable accurate payments in a timely manner.
4. Working with a range of terms and conditions and legislation, identify circumstances where use of DES will not automatically process instructions and requests received from managers and employees to produce correct salary payments or process data to produce the required format of information for 3rd parties or customers and undertake appropriate action to ensure compliance.
5. Apply HR policies and terms and conditions accurately in providing HR and payroll support to services and employees who have transferred under TUPE regulations.
6. Identify, calculate and process overpayments of salary and advances including initiating contact and correspondence with the overpaid employee and agreeing the basis of recovery.
7. Monitor progress with overpayment recovery ensuring that relevant communications and adjustment to budgets are undertaken, following the debt recovery process through to its conclusion.
8. Provide training for new members of staff and assist in the monitoring of tasks for the wider team, reporting on progress against deadlines and other timescales to the Team Leader.
9. Provide advice, guidance and support to HR & OD team colleagues regarding more complex aspects of HR & OD support services, using more detailed knowledge of organisational structures, recruitment and other aspects of HR and payroll service delivery.
10. Work with established contacts outside of the service to resolve issues and communicate with a range of external bodies as necessary.



11. Respond to and run system generated and ad hoc reports to identify and resolve payroll errors and exceptions or to provide information to other parties to required deadlines, reporting any system issues to the HR Systems team for further investigation.
12. Make changes to organisational structures within DES as requested, to accurately reflect customer requirements and support operation of MSS/ESS and budget monitoring by the business as required.
13. Liaise with customers to support organisational structure and contractual/payroll changes arising from Directorate and Service restructures or changes in legal status resulting in new employer responsibilities (eg: conversion to Academy status), meeting with customers as necessary to ensure that customers understand any constraints and that their needs are met.
14. Provide accurate advice, guidance and information to internal departments, managers, employees and other customers, relating to budgets, maternity costs, the childcare voucher scheme, insurance claims and other HR and payroll related matters in line with the council's policies, terms and conditions of employment and statutory requirements.
15. Produce and check contracts of employment and other correspondence for accuracy to meet specified performance standards and statutory requirements, including the inclusion of non-standard clauses where required.
16. Share customer feedback and put forward proposals to improve the services provided, using knowledge of relevant HR & OD policies, legislation and terms and conditions to contribute to the design of new procedures, policies and guidance and undertaking meetings with customers as required
17. Provide advice to customers regarding the options for recruitment advertising, creating micro-sites within the council's recruitment system and placing external advertisements for more senior appointments, including liaison with the external agency to identify costs and options for advertising as required.
18. Assess the employment status of freelance service providers to ensure correct application of payroll legislation and protect the council and other customers from potential penalties from HMRC as necessary.
19. Work collaboratively with HR & OD colleagues to deliver an integrated service for the benefit of customers.
20. Actively participate in learning and development to keep knowledge up to date and to develop and learn new skills.
21. Carry out such other comparable duties in support of corporate or service objectives as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: HR Team Leader

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work,



Dorset
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regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. 5 GCSEs at Grade C or above (or equivalent) including Maths and English	Application form
2. ECDL	Application form
Experience	
3. Experience of HR and/or payroll support service delivery in a large and/or complex organisation	Application form
4. Use of ICT systems for the delivery of HR and payroll services	Application form
5. Resolving customer queries, providing information and advice to managers and employees in line with organisational policy	Application form
6. Working to deadlines	Application form
Knowledge	
7. Understanding of the importance of accurate record keeping in HR and payroll support service delivery and the associated legislative framework	Application form Interview Assessment
8. Application of a range of terms and conditions of employment and associated policies and legislation as these relate to contracts of employment and pay	Application form Interview Assessment
9. Calculation of pay from gross to net, taking account of a range of deductions and multiple employments and statutory implications of this including notifications to external bodies	Application form Interview Assessment
10. Understanding of the employee lifecycle and how the HR&OD service and systems support this at different stages	Application form Interview Assessment
Skills and abilities	
11. High attention to detail and accuracy	Interview Assessment
12. Competence in the use of ICT systems for the delivery of HR and payroll support services	Interview Assessment
13. Written and verbal communication	Interview Assessment
14. Ability to analyse information and use to inform decisions	Interview Assessment
Our values	



15. Respect	Interview Assessment
16. Together	Interview Assessment
17. Accountability	Interview Assessment
18. Openness	Interview Assessment
19. Curiosity	Interview Assessment
Other	
20. Strong customer service ethos	Application form
21. Adaptable and responsive to new ideas and ways of working	Application form

PROFESSIONAL BEHAVIOURS		
CIPD Profession Map Definition		Role Descriptor
Curious	Is future-focused, inquisitive and open-minded; seeks out evolving and innovative ways to add value to the organisation	Inquisitive about current issues and how it impacts on their current practice. Open to trying out new ideas and reflects upon and tests out ideas with others.
Decisive Thinker	Demonstrates the ability to analyse and understand data and information quickly. Uses information, insights and knowledge in a structured way to identify options, make recommendations and make robust, defensible decisions.	Uses previous experience, standard procedures and common sense to make decisions. Accurately collects and interprets data to support delivery of the task.
Skilled Influencer	Demonstrates the ability to influence to gain the necessary commitment and support from diverse stakeholders in pursuit of organisation value.	Uses evidence to support opinion/proposals using the right channel for communication.
Personally Credible	Builds and delivers professionalism through combining commercial and HR expertise to bring value to the organisation, stakeholders and peers.	Considers how best to add value and shows enthusiasm to broaden own experience. Accepts and acts on feedback on own performance.
Collaborative	Works effectively and inclusively with a range of people, both within and outside the organisation.	Establishes constructive and collaborative relationships with immediate colleagues ensuring that others are kept informed.
Driven to Deliver	Demonstrates determination, resourcefulness and purpose to deliver the best results for the organisation.	Consistently delivers to expectations and commitments, meeting or exceeding agreed standards.
Courage to Challenge	Shows courage and confidence to speak up skilfully, challenging others even when confronted with resistance or unfamiliar circumstances.	Explores and takes into account the full range of viewpoints. Adopts a questioning approach to clarify or more fully understand an issue.
Role Model	Consistently leads by example. Acts with integrity, impartiality and independence, balancing personal, organisational and legal parameters.	Accepts responsibility and takes corrective action when mistakes are made. Deals with personal data and information in a highly professional manner.



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
22. Level 3 qualification in Personnel or Payroll practice or equivalent experience	Application form
Experience	
23. Use of SAP system for the delivery of HR Payroll services	Application form
Knowledge	
24. National terms and conditions relevant to the Council and other customers of the HR&OD service	Application form Interview Assessment

Approval

Manager's job title: Service Manager for HR Operations

Date: 1 August 2019

