

Job description

Job title: HR & Payroll Assistant

Grade: Dorset Grade 4/6

Job evaluation reference: HR024 a/b

Job family: Human Resources

Purpose and impact

Undertake a range of procedures and activities, as directed by the team leader, to support delivery of HR & OD services that meet the needs of customers and align with the council's aims to transform ways of working.

Key responsibilities

1. Input a range of HR, payroll, travel/expenses and pensions related information into the council's HR/Payroll system, including starter and leaver information and changes to working hours and posts, running the necessary actions within the system to deliver accurate payments in a timely manner.
2. Work directly with managers to ensure that organisational structures in the council's HR/Payroll system are up to date, so that these accurately reflect customer requirements and support operation of key tasks and budget monitoring by the business.
3. Undertake a key role in the delivery of HR & OD 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, communicating with external bodies such as HMRC, DWP, Teachers Pensions, LGPS and other pension administrators as necessary.
4. Provide advice, guidance and information to managers, employees and other customers, across a wide range of HR related matters as the first point of contact within the service, applying an understanding of policies and procedures, terms and conditions of employment and payroll knowledge as necessary.
5. Produce accurate contracts of employment and other documents and correspondence in line with specified performance standards.
6. Ensure appropriate clearances are in place to enable new and existing employees to undertake their roles i.e. DBS clearances
7. Take responsibility for decisions within clearly defined procedures, seeking advice when necessary.
8. Support recruitment in the council and on behalf of schools and other external customers, advising on the most effective way to advertise roles, checking for accuracy and seeking advice in cases where requests do not comply with national or local collective agreements or terms and conditions.
9. Share customer feedback and put forward proposals to improve the services provided.
10. Work collaboratively with HR & OD colleagues to deliver an integrated service for the benefit of customers.
11. Actively participate in learning and development to keep knowledge up to date and to develop and learn new skills.



12. Carry out such other comparable duties in support of corporate or service objectives as required.

Level 2

It is expected that in addition to all duties identified for Level 1 the following duties will be undertaken as an ongoing aspect of the role.

13. Working with a range of terms and conditions, identify circumstances where input to the council's HR/Payroll system will not automatically process instructions and requests received from managers and employees to produce correct salary payments and take appropriate action, for example ad hoc unpaid leave, long term or recurring sickness absence.
14. Identify, calculate and process overpayments of salary and advances including initiating contact and correspondence with the overpaid employee, seeking advice where necessary.
15. Check basic contracts of employment and provide training for new members of staff.
16. Use knowledge of relevant HR & OD policies, payroll practice and terms and conditions of employment to respond to more complex enquiries, seeking advice where necessary.

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 through the way you work, regardless of your role within the organisation.



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. The criteria will be assessed through a combination of your application form, interview and assessment (as specified 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/4 or above including Maths and English | Application form |
| Experience | |
| 2. Working in an administrative role with a requirement to interpret and apply procedures | Application form |
| 3. Use of office ICT systems | Application form |
| 4. Working as part of a team | Application form |
| Skills, abilities and knowledge | |
| 5. Administrative processes | Interview Assessment |
| 6. Understanding of the importance of accurate record keeping in HR Payroll support service delivery | Interview Assessment |
| 7. Written and verbal communication skills | Interview Assessment |
| 8. Ability to prioritise workload and work to deadlines | Interview Assessment |
| 9. Good standard of numeracy | Interview Assessment |
| 10. Strong customer ethos | Interview Assessment |
| Our values | |
| 11. Respect | Interview Assessment |
| 12. Together | Interview Assessment |
| 13. Accountability | Interview Assessment |
| 14. Openness | Interview Assessment |
| 15. Curiosity | Interview Assessment |



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements. The criteria will be assessed through a combination of your application form, interview and assessment (as specified below).

| Qualifications, training or registrations | Assessed through: |
|--|--------------------------|
| 16. European Computer Driving Licence | Application form |
| 17. Level 3 certificate in Personnel or Payroll practice or equivalent | Application form |
| Experience | |
| 18. Working in an HR and/or payroll support service | Application form |
| 19. Application of a range of terms and conditions of employment, legislation and associated policies (essential at Level 2) | Application form |
| 20. Working to deadlines | Application form |
| 21. 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 |
| Skills, abilities and knowledge | |
| 22. Knowledge of PAYE, National Insurance and Benefits in Kind regulations (essential at Level 2) | Interview Assessment |
| 23. Use of the SAP system (essential at Level 2) | Interview Assessment |
| 24. Understanding of a range of terms and conditions of employment, legislation and associated policies relevant to the role(essential at Level 2) | Interview Assessment |
| 25. Understanding of the importance of accurate record keeping in HR Payroll support service delivery and the associated legislative framework (essential at Level 2) | Interview Assessment |

Approval

Manager's job title:

Date: February 2025

