

Job specification



Job title: HR Advisor – HR Employment Service Centre
Service: Human Resources & Organisational Development
Grade: G6
Reporting to: Assistant Business Partner

Your job

The HR Employment Service Centre in HR & OD provides Payroll, Pension and HR transactional services to employees and managers in the council, schools and academies and to the external organisations. We provide a full recruit to pay service, a pension administration service and a payroll processing service including all technical aspects of producing a payroll. All processes are compliant with current employment and financial legislation.

The team is focussed on providing timely and accurate Payroll and HR Transactional Services to the business and developing innovative services to support the council/schools/academies and partners.

Your job will involve carrying out all aspects of HR transactional, recruitment and technical payroll work.

You will be expected to work across all areas of the team, depending on current project requirements.

The team works closely with the Pensions Team and HR Systems Team who provide pension and technical payroll support to employees and managers and support the ICT systems used in the service including the integrated HR and Payroll system (iTrent).

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Display a proactive and positive attitude as well as taking ownership of all HR/Payroll matters, ensuring a full investigation of any issues before the need to forward/escalate to another member of the team;
- Be accountable for your own workload and support across the wider team with the ability to recognise when other team members are under pressure;
- Provide support and advice to team members on a wide range of issues;
- Support the development and delivery of services to the council, schools, academies and partners in line with the latest service level agreements;
- Provide training to users on the range of issues including briefings, presentations and informal group and one to one sessions. Identify users' training needs and propose relevant, timely and appropriate solutions;

- Be willing to offer solutions to issues and continually seek to improve relationships and systems;
- Provide an accurate and timely recruit to pay process including the appointment/transfers/additional jobs of staff within an integrated HR and payroll system;
- Advise managers and employees on all aspects of pay and HR administration;
- Be competent in recognising problems/issues and can find a solution;
- Process statutory payments e.g., Statutory Sick Pay/Statutory Maternity Pay and understand the legislation attached to these payments;
- Be responsible for checking a variety of different reports, in order to support the production of accurate payrolls the council has responsibility for;
- Have responsibility for payments over ensuring accurate payments;
- Raise invoices and monitor charging;
- Assist with the build of new payrolls, ensuring compliance and accuracy;
- Take part in project work and actively contribute to project groups;
- Update annual payment tables following pay awards;
- Produce accurate employment contracts that reflect current legislation;
- Support and develop the delivery of working practises through the implementation of an electronic document management system;
- Have an awareness and understanding of how the work that you do affects others and other processes within the HR & OD team.
- Administer the council's e-recruitment system in relation to gathering all pre-employment documentation and to support managers/headteachers/business managers to use the self-service system;
- Advise managers on safe recruitment practices and pre-employment checks;
- Embrace smart working principals;
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Knowledge of public sector terms and conditions including experience of working in a HR and payroll environment;
- An up-to-date knowledge of pay and pension legislation;
- Experience of using an integrated HR/Payroll system, Financial System (Agresso), On-line Recruitment System and a Document Management System (Share);
- Accuracy and attention to detail along with a methodical approach;
- Experience of working in an environment with recurring deadlines and strict deadlines and the ability to manage and meet these deadlines;

- Be responsible for your own development and take ownership of your integration across the whole of HR&OD, to enhance your overall knowledge of the whole of the service;
- Excellent customer service skills, able to remain calm and professional with customers who maybe upset or demanding, and to respond to queries appropriately and within suitable time scales;
- Experience of working across teams and supporting colleagues in related teams to provide seamless customer service;
- The ability to analyse problems and generate innovative and appropriate solutions;
- Experience of working in a busy environment and managing and prioritising conflicting demands;
- An understanding of a variety of different employment terms and conditions, i.e. NHS, Lancashire etc;
- Experience and understanding of working with personal, sensitive and confidential information, including the requirements of the General Data Protection Regulations (GDPR).

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough