

# Job specification



**Job title:** HR Advisor (Transactional Payroll) - 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

In the next 12 months you will:

- 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 to our external customers including Unions, Court Orders, Credit Unions, Child Maintenance, AVC's etc. ensuring accurate payments;
- Monitor and report on income;
- Assist with the build of new payrolls, ensuring compliance and accuracy;
- Update annual payment tables following pay awards;

- 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;
- Produce accurate employment contracts that reflect current legislation;
- Advise managers on safe recruitment practices and pre-employment checks;
- Support and develop the delivery of working practises through the implementation of an electronic document management system;
- 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;

On an ongoing basis you will:

- Provide advice and guidance to corporate managers, schools and employees on all aspects of payroll and HR administration including (but not limited to) sickness, maternity and pre-employment checks;
- Provide an accurate and timely recruit to pay process including the appointment/transfers/additional jobs of staff within an integrated HR and payroll system;
- Support the development and delivery of HR and payroll services to the council, schools, academies and partners in line with the relevant service level agreements;
- Investigate, analyse and resolve complex payroll and HR queries, escalating where appropriate;
- Support the Assistant Business Partner to continually improve relationships with customers and develop new systems and processes as part of HR & OD project groups;
- Be accountable for your own workload and offer support to colleagues across the HR Employment Service Centre during busier periods;
- Provide support and advice to colleagues across the HR & OD service on a wide range of HR and payroll related issues;
- Take responsibility for your own career development including transferring of knowledge with colleagues across the HR & OD service;
- Embrace smart working principles;
- 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:-

- Experience of working in a HR and payroll environment;
- Knowledge of public sector HR terms and conditions;
- The ability to operate ICT systems effectively including experience of using Microsoft Office packages such as Excel, Word, PowerPoint, Outlook and SharePoint;
- An up-to-date knowledge of payroll and pensions legislation;
- Experience of using a range of computer systems such as HR and payroll systems, financial systems, online recruitment systems or document management systems;
- Accuracy and attention to detail along with a methodical approach;
- Experience of working in a busy environment with the ability to prioritise your own workload to manage conflicting demands and deadlines;
- 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 to provide seamless customer service;
- The ability to analyse problems and generate innovative and appropriate solutions;
- 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