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| **HR & Payroll Advisor** | | | | | | | | | | | |
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| **Service:** | | HR & OD – HR, Payroll & Pensions | **Grade:** | 2B | | | **Salary:** | | | £19,945 to £21,589 | |
| **Reporting to:** | | Senior HR & Payroll Advisor | **Location:** | Civic Centre | | | **Hours:** | | | 36 hours per week | |
| **About the role** | | | | | | | |  | **Our priorities** | | |
| * To provide the people and customers of Salford City Council with the highest quality customer service putting people at the centre of all we do. * Completion of various payroll tasks including the calculation of maternity, paternity, adoption pay and various pay related transactions, in line with HMRC guidelines and organisation policy.. * To deliver excellent employment services to Salford City Council ensuring that employees and customers experience a friendly, respectful and trusted service throughout the employee life cycle. * Advise and support managers, employees and customers on appropriate conditions of service and matters relevant to HR, payroll and pension processes. * Working as frontline contact for the HR & Payroll team, keeping up to date with best practice, latest innovations and ensuring compliance is essential to meet the challenges of a busy HR & Payroll team. * Having the knowledge and skills to deliver the essential tasks required of HR & Payroll, making use of digital solutions. These include the use of HR & Payroll software, Customer Relationship Management systems and Microsoft Professional applications. * Ensuring accurate and timely responses are provided to customers and clients. * Take personal responsibility and ownership of your own areas work and to promote quality improvement and quality assurance within the team. * Be able to prioritise own work and escalate and complex cases to the Senior HR & Payroll Advisor as appropriate. | | | | | | | |  | [Lacie RAID Backup:USERS WORKING FILES:Johnny_Working files:3-4995 - Role profile template:Working files & Artwork:Working files:3-4994 - Great Eight_Poster copy.png](https://www.salford.gov.uk/priorities) | | |
| **Key outcomes** | | | | | | | | | |
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| * Delivery of accurate and timely Payroll services. * Delivery of quality and trusted services throughout employee lifecycle. * Effective use of HR & Payroll systems and processes. * Advise and support managers and employees in all matters relating to conditions or service. * Delivery of key activity ensuring deadlines and processing timescales are met as required by the service. | | | |  | * To demonstrate Salford City Council values in all areas of work. * Provide excellent customer services to employees and clients of Salford City Council. * Work as part of team to support each other to meet the needs of the service. | | | | |
| **What we need from you** | | | | | | | | | |
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| * Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes * Professional credibility through proven relevant experience * Model and demonstrate our values and behaviours * Relevant qualification in HR or Payroll or relevant experience of working in in a busy HR and Payroll office. * Excellent customer service skills. * Professional approach to work and eager to learn and develop. |  | * Ability to use various systems and applications to ensure effective delivery of service, including Microsoft Excel, Word, and Council databases and digital solutions. * Ability to work independently using your own initiative and as part of a team following organisational policy and guidance. * Ability to work to strict deadlines and manage own work load to meet specific timescales. * High level of accuracy and attention to detail. |

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| **Application Guidance** |  | **Our values** |
| |  | | --- | | We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.  The ‘Key outcomes’, ‘What we need from you’ and ‘our leadership behaviours’ sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don’t give up if you are not able to reflect all of these in your application. | |  |  |