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| |  | | --- | |  | | **CSS Officer**  **HR Central Services Team**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Officer (Scale 6)  **Service Area: People and Organisational Development**  **Directorate: Corporate and Support Services (CSS)**  **Team: HR Central Services Team** | Salary Grade: Scale 6 |
| **Post Reports to: CSS Senior Officer**  **Post Responsible for: CSS Support Officers/Apprentices (where appropriate)** | |
| **Main Purpose of the Job:**   * To provide high quality, cost effective Corporate and Support Services to customers. * To support management in the delivery of the Payroll, Pensions and wider HR services. | |
| **Summary of responsibilities and key areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole. | |
| **Job activities:**   1. **Problem Solving/Creativity/maintaining standards**  * Reponds to issues requiring a broad understanding of work-area policies and procedures * Resolves complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks * Take an appropriate level of accountability in the delivery of services offered by the Corporate and Support Services Directorate * Regular analysis and interpretation of a variety of situations to determine the most appropriate course of action, applying an appropriate approach based on experience and procedure * Through information gathering and analysis, identifies problems and develops solutions to complex problems. * Taking into account research and best practice, proactively updates manuals/procedures, training others as appropriate * Prioritises work, taking into account own work area and the needs of the larger work area * Works as part of a team, understanding and focussing on how the role supports the teams and the department’s priorities  1. **Responsibility and accountability**  * Responsible for the effective delivery of response to enquiries * Respoonsible for coordinating, negotiating and ensuring best practice and value for money * Manages, supervises and supports direct reports (as relevant) and ensures that all Council’s policies and procedures area adhered to * Accountable for interpretation of Council communications, application to service provision and cascading to services for action * Be the technical expert or specialist in specific areas, providing guidance and advice  1. **Communication**  * Interpret and communicate established processes and procedures to a range of audiences * Conveys complex information/advice to others and takes steps to ensure understanding, embedding any new way of working * Shares information, verbally and in writing, in a clear and concise manner * Tailors communication to different audiences  1. **Decision Making**  * Decision making guided by general instructions and practices requiring interpretation * Automatically makes decisions on routine issues * Takes accountability on decisions made and articulates when necessary how decision have been reached * Follows departmental procedures and recommends changes to work-area processes * Exercise confidentiality of personal and sensitive information based on the Council’s Information Governance policy and procedures * Provides guidance in non-routine tasks. Ensures that others comply with established standards  1. **Knowledge & Skill**  * Detailed knowledge and understanding of own work area and how it ipacts wider operations within the Council * Support and develop less experienced staff, providing an example with regard to quality of work * Keep up to date with issues relating to the work of the team and department * Proactively research information from a range of different sources, internally and externally, to help inform own knowledge to benefit the work of the directorate * Knowledge of the range of systems in use across the Council and being able to make a judgement as to the most suitable tool to use for the task * Personal Health and Safety in the workplace      1. **Financial Management**  * Ensures financial processes are administered within Council policy  1. **Risk Management**  * Understands the risks associated with the nature of the service being supported and identifies areas of concern, taking remedial action, escalating these appropriately and making/keeping appropriate records.  1. **Innovation and Flexibility**  * Ability to transfer skills to a range of service areas with specific support and knowledge available * Ability to pick up variance in approaches within specific support and knowledge provided * Ability to consider better ways of delivering support, communicating this as a proposed change * Ability to adapt to new work situations at short notice and assess the situation quickly to provide a high level of effective support immediately | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Current up to date knowledge and understanding of payroll and pension legislation in line with HMRC | Essential |
| Experience of working autonomously and within a team, providing payroll advice and guidance to both internal and external customers | Essential |
| Current, operational experience using a payroll system/software for payroll and pension purposes | Essential |
| Flexible approach to working hours to ensure accurate payments and payroll deadlines are met | Essential |
| Experience providing a solutions-focused approach to problem solving | Essential |
| Analytical skills with the ability to interpret information and identify inaccuracies | Essential |
| Experience using spreadsheets to input/extract information and using formulae for calculation purposes | Essential |
| Ability to manage own workload effectively, with a high level of accuracy, whilst working to strict deadlines | Essential |
| Operational experience using iTrent software for payroll and pension purposes | Desirable |
| Experiencee of developing processes and procedures, ensuring compliance with statutory and legislative requirements | Desirable |
| Experience accessing and providing pension information via Altair and/or Teachers Pensions Online | Desirable |
| Experience reconciling payroll accounts, investigating and correcting pay/pension related errors | Desirable |
| Obtained/working towards a payroll qualification | Desirable |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT ON CONNECT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |