

Job Description

Management Group: Finance & Corporate Services

Team: Schools HR

Job Title: HR Officer

Reports to: HR Advisor

Functional links with: Managers, Schools, Employees, Pensioners, Contractors (e.g Agency provider, advertising provider, Pension Administrators), Finance, Auditors, Statutory bodies (HMRC, GTC, TPA etc)

Main purpose of the job:

1. To provide front line advice, guidance & interpretation to managers and employees, on all HR Processes/Policy's and ensure that these are followed and data maintained in a timely and accurate manner, to achieve valid payment and compliance with Council & Statutory requirements.

Major Duties and Responsibilities:

1. Co-ordinate recruitment campaigns from initial advice to appointment.
2. Maintain accurate data for all areas of HR, regardless of where this data is recorded.
3. Respond to customer requests within service level agreements.
4. Follow all agreed HR processes & Policy's and comply with both corporate and legislative requirements.
5. Process all instructions in a timely and accurate manner, in order to ensure valid payment of salaries, wages, allowances, expenses and pensions.
6. Provide advice, support , guidance and interpretation to customers and colleagues on all HR processes and policy's.
7. Have an active role in your own development and the development of our team.

Resources:

HR System database, databases relating to accounts, manual payments, compromise agreements and service delivery monitoring.

Job Activities:

- Provide advice to managers on recruitment advertising & style, in accordance with Bexley requirements and liaise with advertising contractor to ensure that campaigns are undertaken in a cost effective and efficient manner. To include publication of vacancies on e-recruitment.

- Ensure that information provided to applicants is clear, concise and correct at all times in order to avoid problems and present an excellent professional face of Bexley.
- Ensure that vetting procedures are carried out in full, as appropriate to the post, in order to comply with the Council's statutory obligations.
- Monitor all notifications, instructions and transactions for compliance with national and local service conditions, legislation and Council's financial regulations and policies to ensure validity and consistency.
- Ensure all actions are undertaken in accordance with agreed processes and SLA timescales and keep such processes under review in order to suggest update as necessary.
- Interpret and process starter, leaver and variation changes from authorised instructions and update the HR system in order to maintain a comprehensive database of employees, workers, members and pensioner records for the purposes of accurate payroll processing and creation of statutory notifications.
- Create, and update records on the HR system in respect of both permanent and temporary payments, allowances and deductions, in accordance with authorised notifications, legislation, national and local conditions of service and Council Financial regulations and policies, in order to generate accurate payments.
- Create and update records on the HR system with finance codes to enable the accurate generation of detailed payroll costs to be accounted for in the Council General Ledger system (FIS).
- Interpret, update records and process instructions relating to statutory and occupational maternity, sickness, paternity and adoption in order to generate accurate notifications to employees, payments and statistical data.
- Assist in the completion of statutory returns e.g. School Workforce Census and MDC for Teachers Pensions.
- Validate automated HR system back pay calculations to ensure correct payments.
- Process back dated adjustments and error correction by the use of HR system reversals and reworks in order to generate updated records for accurate statutory reporting, payroll costing and payment.
- Identify and instigate the recovery of overpayments either by way of recovery from the next salary payment or the raising of invoices and liaison with Income Recovery and employees, to ensure recovery of incorrectly paid sums and accurate customer focused explanations to employees.
- Analyse, resolve and respond to queries, issues or complaints and review and research archived records to maintain service performance.
- Assist with reconciliation and control of payrolls to agreed processes in order to make timely and accurate payments and returns to government agencies and third party organisations.
- Ensure accurate electronic pdf records are kept of all instructions, e-mails, letters etc and that these are placed on personal files as appropriate in a timely manner and compliant to the Data Protection Act.
- Provide advice to managers and employees on all HR processes, policy's and terms and conditions including assistance with "e" systems.
- Ensure review of regular housekeeping reports is undertaken to maintain the validity of the HR database.
- Run web reports to assist with one-off projects, provide information to managers or assist with validation processes as required.
- Ensure HR mailboxes are monitored, to identify actions required and responses sent as appropriate to ensure efficiency and excellent customer service.
- Keep abreast of legislative changes impacting on the service.
- Be active in identifying, improvements to our work processes and take appropriate action to innovate.

Person Specification

Management Grouping: Finance & Corporate Services

Team: Schools HR

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Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
<u>(a) Education and Formal Training</u>		
Good level of general education	E	A
Job related professional qualification.	D	A
Willing to study and or undergo additional training eg: CPP or CIPP	D	A/I
<u>(b) Experience and Knowledge</u>		
Previous experience of working within an HR/Payroll department	E	A/I
Proven ability to work within a team environment	E	A/I
Good Numeracy Skills	E	A/I
Experience and knowledge of advising on recruitment and selection processes and policies	E	A/I
Knowledge of an HR system together with a excellent understanding of the inter-relationship of data in all modules of an integrated HR system	E	A/I
Experience and knowledge of the statutory requirements for maintaining HR records	E	A/I
Experience of data analysis, reconciliation and control to meet legislative and customer requirements.	E	A/I
Thorough knowledge and understanding of payroll related legislation (PAYE,NI, Statutory payments)	E	A/I
Ability to provide advice and support on terms and conditions and the ability to interpret policies and procedures.	E	A/I
Ability to prioritise workloads to ensure deadlines are met and work with minimum supervision	E	A/I
Experience of monitoring data/notifications for compliance	D	A/I

Ability to manipulate data using standard MS office software	E	A/I/AT
Excellent understanding of customer service requirements and ability to deal calmly and professionally with any difficult or sensitive situations	E	A/I

***Selection Method key I = Interview A = Application Form AT = Ability Test**
PE = Practical Exercise

High Performance Indicators

Values	Behaviours for staff
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>
Partnership	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>
Open and Accessible	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>
Impact	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence</p>

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.