

London Borough of Bexley

Job Description

Job Title: HR Officer

Grade: Bexley 07

Directorate: Finance & Corporate Services

Department: HR

Section: Business Centre

Reports to: Business Centre Supervisor

Responsible for: None

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:

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. Maintain accurate data for all areas of HR, regardless of where this data is recorded.
2. Respond to customer requests within service level agreements.
3. Follow all agreed HR processes & Policy's and comply with both corporate and legislative requirements.
4. Process all instructions in a timely and accurate manner, in order to ensure valid payment of salaries, wages, allowances, expenses and pensions
5. Provide advice, support, guidance and interpretation to customers and colleagues on all HR processes and policy's

Resources:

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

Job Activities:

- Provide advice to managers on payroll and benefits functions, in accordance with Bexley requirements.
- Ensure that information provided to employees is clear, concise and correct at all times in order to avoid problems and present an excellent professional face of Bexley.
- 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. **Frequency - Monthly**
- Ensure all actions are undertaken in accordance with agreed processes and SLA timescales and keep such processes under review to suggest update as necessary. **Frequency - Daily**
- Interpret and process starter, leaver and variation changes from authorised instructions and update the HR system to maintain a comprehensive database of employees, workers, members and pensioner records for the purposes of accurate payroll processing and creation of statutory notifications. **Frequency - Daily**

- 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. **Frequency - Daily**
- 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 (Integra). **Frequency - Daily**
- Interpret, update records and process instructions relating to statutory and occupational maternity, sickness, paternity and adoption to generate accurate notifications to employees, payments, and statistical data. **Frequency - Daily**
- Validate automated HR system back pay calculations to ensure correct payments. **Frequency – Monthly.**
- Process back dated adjustments and errors, correcting by using the HR system, carrying out reversals and reworks to generate updated records for accurate statutory reporting, payroll costing and payment. **Frequency - Monthly.**
- 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. **Frequency - Monthly.**
- Analyse, resolve and respond to queries, issues or complaints raised and review and research archived records, as required to maintain service performance **Frequency - Monthly**
- Assist with reconciliation and control of payrolls to agreed processes to make timely and accurate payments and returns to government agencies and third-party organisations. **Frequency – Monthly**
- 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 **Frequency – Daily**
- Provide advice to managers and employees on all HR processes, policies and terms and conditions including assistance with “e” systems **Frequency - Daily**
- Ensure review of regular housekeeping reports is undertaken to maintain the validity of the HR database **Frequency – Monthly**
- Run web reports to assist with one-off projects, provide information to managers or assist with validation processes as required **Frequency – ad-hoc**
- Ensure HR mailboxes are monitored, to identify actions required and responses sent as appropriate to ensure efficiency and excellent customer service **Frequency – Daily**
- Keep abreast of legislative changes impacting on the service **Frequency – ad-hoc**

Person Specification

Job Title: HR Officer

Job Family: Senior Support Staff

Education and Formal Training

Good standard of Education (E)

Job related professional qualification or willing to study (D) e.g. CPP or CIPP qualification

Relevant Technical Experience and Knowledge

Previous experience of working within an HR/Payroll department (E)

Proven ability to work within a team environment (E)

Good Numeracy Skills (E)

Experience and knowledge of advising on recruitment and selection processes and policies (E)

Knowledge of an HR system together with an excellent understanding of the inter-relationship of data in all modules of an integrated HR system (E)

Experience and knowledge of the statutory requirements for maintaining HR records (E)

Experience of data analysis, reconciliation and control to meet legislative and customer requirements (E)

Thorough knowledge and understanding of payroll related legislation (PAYE, NI, Statutory payments) (E)

Ability to provide advice and support on terms and conditions and the ability to interpret policies and procedures. (E)

Ability to prioritise workloads to ensure deadlines are met and work with minimum supervision (E)

Experience of monitoring data/notifications for compliance (D)

Ability to manipulate data using standard MS office software (E)

Excellent understanding of customer service requirements and ability to deal calmly and professionally with any difficult or sensitive situations (E)

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,
P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

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

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members

	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance