

JOB DESCRIPTION

Department: Corporate Personnel **Location:** Bootle,
Merseyside

Section: Employee Support

Post: Employee Services Assistant

Post No. xxxxx

Grade: E (Indicative) **JE No.** xxxxx

Responsible to: Senior Employee Services Assistant

Responsible for: N/A

Job Purpose

To assist with the process of ensuring staff payrolls are paid accurately and on time, as well as handling queries and assisting with documenting best practice.

Main Duties

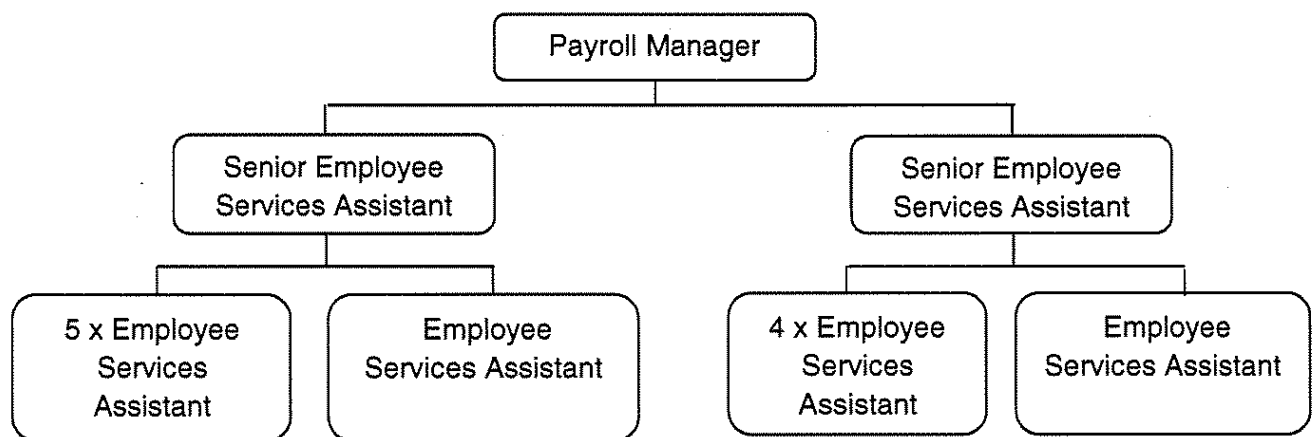
1. Assist in the processing of payrolls accurately and on time.
2. Carry out quality assurance checks ensuring work is delivered consistently and to the required standard.
3. Maintain confidentiality and security of sensitive data.
4. Comply with current legislation, local policies and best practice.
5. Respond to internal and external payroll queries and promote good customer relations.
6. Maintain a contemporary knowledge of all payroll, pensions and Inland revenue changes.
7. Maximise personal productivity and accuracy.
8. Support the ESA/SESA in monitoring workload volumes to ensure KPI's and deadlines are achieved.

9. Assist the reviewing and updating of payroll working practices in conjunction with the ESA/SESA
10. Keep the ESA/SESA informed of progress with work, particularly where there is a risk of missing a deadline.
11. Identify own training needs to the ESA/SESA, helping to ensure the service continues to be resilient.
12. Support the ESA/SESA in managing working relationships and assisting with operational queries.

Qualifications & Experience

See Person Specification

Organisation Chart



Special Conditions

- To be able to work flexibly.

General

This job description is a representative document. Other reasonably similar duties maybe allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

This is a new post. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

Prepared by Name
Designation
Date

Paul Cunningham
Personnel Manager, Pay, Benefits and Strategy
January 2019

PERSON SPECIFICATION

Post: Employee Services Assistant

Post No.

Department: Personnel
Support

Section: Employee

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
Numeracy and Literacy skills, minimum level NVQ 2 or equivalent, or demonstrable experience	E	C/AF
ECDL or equivalent experience	D	C/AF
<u>Experience</u>		
<ul style="list-style-type: none"> Experience of working in a team and managing own workload 	E	AF/I
<ul style="list-style-type: none"> Experience of quality assuring own work 	E	AF/I
<ul style="list-style-type: none"> Experience of working to deadlines and under time constraints 	E	AF/I
<ul style="list-style-type: none"> Experience of working in a customer focused environment 	D	AF/I
<ul style="list-style-type: none"> Experience of working in payroll operations 	D	D
<ul style="list-style-type: none"> Experience of dealing with ResourceLink or other computerised systems 	D	AF/I
<u>Knowledge, Skills and Ability</u>		
<ul style="list-style-type: none"> An ability to deliver a high degree of accuracy and provide attention to detail. 	E	AF/I
<ul style="list-style-type: none"> Good written and verbal communication and interpersonal skills 	E	AF/I
<ul style="list-style-type: none"> Ability to establish effective working relationships 	E	AF/I
<ul style="list-style-type: none"> Ability to plan, organise and prioritise 	E	AF/I
<ul style="list-style-type: none"> Ability to think clearly and analytically 		

<ul style="list-style-type: none"> • Excellent numeracy skills • Excellent computer and keyboard skills • Knowledge and understanding of confidentiality and the handling of sensitive data 	E	AF/I
	E	AF/I
	E	AF/I
	E	AF/I
<u>Special Requirements</u>		
The post holder may be expected, from time to time, to work overtime in the evenings or weekends	E	I

Assessment Methods Key: AF – Application Form
 C – Certificates
 I – Interview

Prepared by: Paul Cunningham
 Designation: Personnel Manager, Pay, Benefits and Strategy
 Date: January 2019