



# South Tyneside Council

## BUSINESS AND RESOURCES

### PERSON SPECIFICATION

**POST TITLE:** Payroll Assistant

**GRADE:** Band 4

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Educational Attainment</b>	<ul style="list-style-type: none"> <li>At least 4 GCSE's Grade C or above including Maths and English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 3 Customer Service or equivalent relevant qualification or demonstrable experience</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>Significant experience of working in a payroll and/or process driven customer service environment</li> <li>Significant experience of working with payroll and human resources information, understanding its importance and confidential nature</li> <li>Significant experience of working in a busy office environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in an administrative or customer service environment within local government</li> <li>Experience of supervision of staff</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>References</li> <li>Test</li> </ul>
<b>Knowledge/ Skills/ Aptitudes</b>	<ul style="list-style-type: none"> <li>Detailed working knowledge of Payroll/Pensions and Pensioner Payroll</li> <li>Must be computer literate and proficient in the use of the Microsoft suite of programmes, and in particular Word, Excel and Outlook</li> <li>Able to problem solve and define a problem systematically. Makes sense of information by organising it efficiently</li> <li>Able to understand and interpret policies, procedures and relevant legislation relating to Payroll, LGPS, Teachers Pension Scheme, NHS Pensions etc.</li> <li>Basic knowledge of any national government legislation, regulations or guidelines, which may impact service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Extensive knowledge of the Payroll/HR Information System, from either a Payroll or Human Resources perspective</li> </ul>	<ul style="list-style-type: none"> <li>Interview</li> <li>References</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills - able to communicate effectively with a range of internal and external people at different levels</li> </ul>		
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Able to clarify tasks, plan work in advance, and prioritise work to achieve deadlines</li> <li>• Attention to detail</li> <li>• Flexibility to work independently or as part of a team</li> <li>• Flexible approach to work</li> <li>• Committed to the principles of equality and diversity</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Baseline security clearance</li> </ul>		<ul style="list-style-type: none"> <li>• Basic check</li> </ul>