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| **Job Description** | |
| **Post title** | PES Support Assistant |
| **JE Reference No** | N8801 |
| **Grade** | 2 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | Team Leader, Business Support |
| **Location** | This post is currently home based due to COVID-19 but may require office attendance in due course in which case your normal place of work will be Green Lane Offices, Spennymoor but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide administrative support for Payroll and Employee Services, ensuring an effective and efficient service through the implementation of agreed procedures.

To provide a flexible multi-skilled approach across the Payroll and Employee Services function, ensuring service delivery and appropriate separation of duties are maintained.

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| **Duties and responsibilities** |

* Provision of an administrative and clerical support service for all aspects of work for Payroll and Employee Services, as directed.

 Assist in the production of statistical returns. This may involve collating, sorting and recording data using spreadsheets and databases, and producing charts/graphs.

 Be actively involved in continuous improvement projects, team meetings and training as required in order to undertake the role.

 Work as part of a cohesive team to support the provision of an efficient and effective Payroll and Employee Services Helpdesk service dealing with service enquiries as appropriate.

 Maintain an up to date knowledge of HR policies, procedures, and principles to ensure appropriate advice is given to all employees and managers.

 Assist in the undertaking of special projects within the team as directed.

 Assist in the monitoring and auditing of conformance with policy, procedures and management system requirements.

* Assisting with the input/upload and checking of data in accordance with pre-agreed timetables and deadlines.

 Demonstrate a commitment to ensure compliance with the authority’s Equal Opportunities Policy.

 Ensure that confidentiality and data protection requirements are maintained and adhered to.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ 2 in Business Administration or equivalent relevant qualification. | * A relevant HR qualification.    Willingness to study for a HR, or payroll or pensions management qualification  (where relevant) or AAT or NVQ 3 in  Business Administration. Also, those studying for or in possession of one of the above. |
| Experience | * Experience in an office environment.    Experience of using computer systems. | * Experience of working in an HR function in Local Government. * Experience of working in a financial environment. |
| Skills & Knowledge | * Good ICT skills.    Numerate.   Good organisational skills.   Good customer service skills.   Accurate and consistent.   Ability to work to deadlines. |  |
| Personal Qualities | * Able to communicate with a wide range of people (face to face, telephone, written).    Able to prioritise own workload and meet deadlines.   * Able to work flexibly to meet the needs of the service.    Customer focussed.   Ability to use own initiative.   Able to work as part of a team and on own initiative.   * Willingness to work flexibly in line with the requirements of the post. * May be required to work outside of normal office hours. |  |