



**Corporate Services Directorate
Organisational Development Division**

Post Title	Payroll Support Assistant		
Post Number	BG00219	Grade	4
Base	Temporarily home based - to be reviewed in line with future working model	Hours	37
Car User Allowance	None	Disclosure	None
Contact	Business Partner – Payroll Fay Wheeler 01495 355194	Updated	January 2021
Politically restricted	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes *		

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Business Partner - Payroll

Responsible for: Supporting the OD Division in providing an effective and efficient HR transactional and payroll service to the Authority's Directorates.

Principal Accountabilities

1. To support the OD Division including the Head of Organisational Development, Health and Safety Section and the Operational Teams in the delivery of an effective HR/Payroll transactional service.
2. To be responsible for the updating and maintenance of the iTrent HR/Payroll System for all County Borough employees, for utilisation by all staff within the Division.
3. To assist in the operation of the following and provide advice and guidance to managers and employees on all aspects of the function.
 - Pre-employment processes and procedures, including verification of identification in respect of DBS checks and the maintenance and operation of the three year rolling programme of checks.
 - Operational activities as required

4. Responsible for the calculation and payment of both occupational and statutory sickness pay, maternity pay, adoption pay and paternity pay in line with organisational policies and statutory legislation.
5. To co-ordinate and process all Notification of a New Starter, Notification of a Transfer, Notification of an Amendment and Notification of a Termination forms from service directorates along with any relevant correspondence i.e. temporary appointment letters and extensions to contract.
6. The calculation and completion of pension data required by the Local Government Pension Scheme.
7. To assist in the completion of Freedom of Information Requests, Subject Access Requests and Statutory and Non Statutory Returns Employment Surveys.
8. To support the development, implementation and rollout of the integrated HR/Payroll system (iTrent).
9. To assist in the maintenance and updating of the iTrent system in line with the Organisational Development project plan.
10. To utilise reporting facilities available to produce information and statistics from iTrent as and when required.
11. Respond to enquiries from employees, members of the public, Trade Unions and other departments and where appropriate forward queries to the relevant officer for action.
12. To ensure confidentiality and compliance with all relevant codes of practice including GDPR.
13. To liaise with relevant external agencies, officers of other departments and Trade Union representatives in order to undertake the day-to-day activities.
14. To comply with the relevant sections of the Authority's Policy Statement on Health, Safety and Welfare at Work.
15. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
16. To cover in the absence of colleagues as directed and to undertake any other duties as directed by the Business Partner – Payroll or the Organisational Development Manager – Payroll / Health & Safety.

Person Specification

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Good educational attainments and possession of NVQ III in Business Administration or equivalent qualification together with proven working experience in a busy office environment	Essential	✓			
A proven track record of administrative experience	Essential	✓	✓		
Other experience					
Experience of working in a Payroll/Human Resources Environment	Essential	✓	✓		
Experience of using Microsoft office applications	Essential	✓			
Experience of iTrent integrated HR/Payroll System	Desirable	✓			
Knowledge/Skills					
Knowledge of general office best practice e.g. effective management of information	Essential		✓		
Ability to communicate in an appropriate manner to a diverse range of colleagues and customers	Essential		✓		

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable				

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
None.					

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
--------------------------	--	--	--	--	--

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets		✓		✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Assessment Method					
--------------------------	--	--	--	--	--

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓
			✓		

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓