

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04027

Service Area: People Administration
(Payroll, Pensions, People Administration)

Grade: G3

Job Title: People Administration Officer Level 1

PURPOSE OF JOB:

To support the People Administration Team Leader in the provision of a comprehensive HR Administration service to employees as part of the Payroll, Pensions and People Administration Department.

To provide an accurate, effective, economic transactional processing service updating and maintaining HR Admin records and data, ensuring all documentation, data and information is processed in accordance with all relevant terms and conditions, council policies and statutory regulations.

To ensure all data maintains financial integrity and reliability, and contractual obligations are compliant.

To ensure that, monthly, quarterly and annual specific timetables and deadlines are met.

To deliver a high quality, customer focused service to meet the requirements of all stakeholders, ensuring the delivery of a responsive service by reacting to and meeting a range of fluctuating pressures and daily demands.

To act as first point of contact for staff HR Admin queries and support all Lincolnshire County Council staff and management on all HR Admin matters.

TEAM STRUCTURE:



MAIN DUTIES:

To process People Administration transactions on a daily basis to in accordance with statutory requirements and agreed service levels.

Specific duties and responsibilities include:

1. To process people data according to BW best practice, instructions and internal Standard Operating Procedures including but not limited to variable deductions and payments, new starters, contractual changes and leavers, new positions work schedules, purchasing additional leave and restructures to meet all deadlines.
2. To ensure council officers are following correct procedures, to check all forms sent for any errors and query this until the form is returned in a state acceptable for input.
3. To produce and validate all contracts of employment and letters for changes of contractual conditions.
4. To complete all data input on the HR system with regard to the HR Administration function to ensure that system integrity and security is maintained.
5. To determine and apply temporary/permanent contractual and personal amendments to pay records as appropriate for all local and national pay rates and conditions of service in respect of all employees.
6. To assist in ensuring that the HR Administration related activities are delivered effectively to ensure that staff are paid in a timely and accurate manner and monitor the arrangements to reduce or eliminate any risk of payment errors to staff.
7. To maintain and update spreadsheets and trackers for the purposes monitoring data input, contract/letter creation and for tracking forms and other work or the purposes of answering queries and providing usable data for team members.
8. To verify and reconcile HR Admin entries by completing monthly checking through a suite of reports to monitor data integrity and accuracy.
9. To complete all HR Administration reporting activities and complete data cleansing exercises, including running system-based reports to support HR Administration functions, validation and service level enquiries.
10. Completion of any reference requests.
11. Set up and maintenance of employee files.
12. To support People Administration Team Leader by providing HR Admin training to new/less experienced staff.
13. To support the testing of the BW and in house systems.
14. To maintain other client specific databases and practices, and oversee any necessary changes to that data, systems or protocols.
15. To support projects such as on-boarding / off-boarding of Schools, Annual Schools Workforce census, TUPE transfers, assisting annual Audits.
16. To review all process and procedure notes as part of the PPPA Process & Procedure Matrix, ensuring that the end-to-end procedure is accurate and correctly formatted.
17. To support the People Administration Team Leader in identifying improvements and developments in the HR Administration systems and procedures, ensuring that any new procedures or policies are adhered to.
18. Record data for reporting on the KPIs and internal service measures relating to HR Administration.
19. To process any documentation, correspondence and enquiries received from external bodies and employees are completed accurately, forwarded promptly ensuring deadlines are met and are handled in a polite friendly, sensitive and professional way.
20. To maintain and update a current HR Administration knowledge, keeping abreast of any new developments of terms and conditions, statutory regulations and ensure information is consistent with their provisions.
21. To effectively liaise with other departments such as Payroll, Pensions, Finance and Professional Human Resources.

22. The prompt reporting of BW System faults and the monitoring of those tickets with the LCC BW Team.
23. To comply with all HR Administration procedures to ensure that robust systems remain in place and pro-actively identifying and changing service delivery to ensure continuously improved customer service.
24. To ensure that data protection is applied to all employee records and exercising absolute integrity in respect of confidential matters and ensure that any specified procedures for ensuring the security and confidentiality of information is always followed and maintained.
25. To act as an effective team member by sharing knowledge, providing support and assisting other team members.
26. To complete Staff Development Reviews and Personal Development Plans.
27. To develop skills and competencies through training and development activities, ensuring that progress is maintained, and future needs identified and actioned.
28. Maintain own compliance with the councils mandatory and statutory training requirements.
29. To undertake other duties as deemed appropriate by the Head of Service, Payroll and People Administration Manager or People Administration Team Leader to always ensure business continuity of the service.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to GCSE level with a minimum of 4 passes at grade 5 or above (or equivalent) or NVQ Level 3 or equivalent.	A	✓	
Relevant professional qualification i.e. CIPD Level 3	A		✓
Proficient in using Microsoft Windows and Office software	A	✓	
3-4 years' experience of working in a HR Administration role/team	A		✓
Experience of working in a busy Administration role/team	A	✓	
Experience of working in a Local Government HR Administration role/team	A		✓
Understanding of HR Administration legislation and processes	A/I		✓
Detailed understanding of Local Government Terms and Conditions legislation and processes	A/I		✓
Knowledge of pay and conditions	A/I	✓	
Detailed knowledge of local government, Fire and teacher's and conditions	A/I		✓
Experience of data manipulation in excel and/or management reporting from a database	A/I		✓
Understanding of the principles of the Data Protection and Freedom of Information Acts	I	✓	
Aptitude for working with data to a high degree of accuracy. with attention to detail, particularly when working to tight deadlines	I	✓	
Good organisational and prioritising skills, demonstrating the ability to adapt to changing needs and responding with flexibility.	I	✓	
Knowledge and understanding of effective customer care	A/I	✓	
Ability to communicate effectively with a wide and diverse range of customers, be customer focused recognizing the need for empathy with an understanding	A/I	✓	

of customer needs and expectations			
Good written and verbal communication skills with the ability to produce quality, accurate and timely documents, reports and communications	A/I	✓	
Ability to work on own initiative and work under pressure to meet deadlines and performance targets	A/I	✓	
An effective team player who contributes positively to the team's success, supporting colleagues, builds relationships and sharing workloads.	A/I	✓	
Good numerical and analytical skills including calculations	A/I	✓	
Ability to understand legislation and guidance	I	✓	
Understand the need for a high standard of integrity, professionalism and confidentiality	I	✓	
Demonstrable experience of working as an effective and positive contributor to a team	A/I	✓	
Ability to work flexibly to challenging deadlines in a performance driven office	A/I	✓	
Ability to analyse and solve problems and is solutions focused.	A/I	✓	
Willingness to learn and commitment to Continuous Development	A/I	✓	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.