

## ROLE DESCRIPTION

<b>Role title</b>	HRAP Operations Senior Business Support Assistant		
<b>Directorate</b>	Workforce & Localities		
<b>Reporting to</b>	HR Business Support Supervisor (HRAP Delivery)		
<b>Grade</b>	14		
<b>Evaluation ref</b>	AG1070	<b>Job Family ref</b>	
<b>Role Purpose</b>			
To provide comprehensive operational business support to the wider HRAP team.			
<b>Key results area</b>	<b>Accountability</b>		
Key Performance Area	<p>Processes employee contractual information onto the IRIS and SAP Payroll systems in line with the monthly payroll timetable. This will include processing new appointments, amendments and terminations for employees.</p> <p>Applies statutory and contractual requirements when processing instructions.</p> <p>Prepares a variety of communications, using templates, relating to employment contracts, pensions auto enrolment, absence etc.</p> <p>Prepares pensionable pay figures for employees in the Local Government Pension Scheme on request from the Pensions Administrator, for employment contracts that are ended or when employees voluntarily opt to leave the scheme.</p> <p>Uploads data from prepared spread sheets on the SAP and IRIS payroll systems.</p> <p>Responds to a wide range of routine written and verbal enquiries about employees' pay and terms and conditions of service from manager, external payrolls, clients, their employees, and authorised organisations such as courts, solicitors, and government departments.</p> <p>Completes other routine administrative tasks related to the role.</p>		
Corporate Responsibilities	<p>Understands, upholds, and promotes the aims of the Council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and diversity practice covers both interaction with staff, service users and</p>		

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	communities and includes challenging discrimination and promoting equality of opportunity for all.
<b>Qualification/Knowledge/Experience/Skills</b>	
<p><b>Qualifications - Essential</b></p> <ul style="list-style-type: none"> <li>• Maths and English GCSEs at A-C/Level 4 grades and 3 other GCSE's or satisfactory experience in administrative or clerical related work.</li> </ul> <p><b>Qualifications – Desirable</b></p> <ul style="list-style-type: none"> <li>• BTEC National Diploma or Certificate in Business Studies or an NVQ at Level 3 or 4.</li> <li>• Payroll or HR qualification.</li> </ul> <p><b>Knowledge/Experience/Skills – Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of managing competing deadlines.</li> <li>• Experience of teamwork.</li> <li>• Experience of delivering excellent customer service.</li> <li>• Ability to adapt to change.</li> <li>• Numerate.</li> <li>• Ability to cope with a diverse workload.</li> <li>• Ability to adapt to change.</li> <li>• Aptitude with ICT Windows-based Systems.</li> </ul> <p><b>Knowledge/Experience/Skills – Desirable</b></p> <ul style="list-style-type: none"> <li>• HR/Payroll/Finance Background.</li> <li>• Experience of working in an office environment.</li> <li>• Knowledge of a variety of Conditions of Service.</li> <li>• Knowledge of the Payroll processes and system.</li> </ul>	
<b>Dimensions of Role</b>	
<p><b>Contact and Relationships</b></p> <p>Regular contact with HR Admin and Payroll colleagues to receive and provide information, seek support or problem solve in achieving deadlines and resolving issues.</p> <p>Some contact with colleagues from across the Council to provide support and guidance in areas of knowledge.</p>	

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Some contact with key contacts in external organisations to exchange information and resolve issues.

### Resources

Failure to comply with processes, timetables and deadlines could result in errors that lead to reputational damage. Incorrect treatment of routine assessments could result in fines and penalties.

### Notes

Working conditions:	
Working arrangements:	