

Role Title	HR Operations Officer
Directorate	Chief Executive
Job Family	Culture, Workforce & Development
Competency Level	All Colleagues
Pay Range / Scale	SO1
<p>Purpose</p> <p>To deliver an efficient accurate HR transactional service across payroll, recruitment and general HR administration. The role ensures timely processing of employee lifecycle activities, supports compliance with employment legislation, and contributes to a positive employee experience.</p> <p>The role supports statutory compliance to reduce organisational risks, optimises customer experience through digital self-service and continuous improvement.</p> <p>The role will be working in one of the following areas.</p> <ul style="list-style-type: none"> • Recruitment • HR/ Payroll Administration 	
Generic Accountabilities	End Results/ Outcomes
<p>Communicate effectively with internal and / or external customers. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Act as the first-line contact for employees, managers, candidates and external agencies resolving the majority of issues at first contact and escalating exceptions.</p> <p>To provide a high standard of service to all customers that is courteous, approachable and helpful, advising, supporting and resolving issues. This will involve receiving and handling enquiries across multiple channels.</p> <p>Relevant, accurate, understandable, and timely information is always provided.</p> <p>Take a proactive approach to problem solving, focused on resolving issues including providing guidance to prevent future issues occurring.</p> <p>To encourage customers and stakeholders to use digital channels, providing guidance and upskilling customers to self-serve confidently.</p> <p>Provide advice and guidance on processes and procedures.</p>
<p>Deliver a specialist aspect of service delivery, which engages customers / stakeholders and</p>	<p>The service is delivered to the quality, organisational and professional standards required.</p>

<p>enables them to make effective use of the service.</p>	<p>Customer / stakeholder expectations are managed in relation to what can be delivered within SLA</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
<p>Create & maintain all required records and information. Analyse and interpret complex information, for input into reports.</p>	<p>Accurate, complete and relevant information / records / reports are provided for internal and / or external use.</p> <p>All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales.</p> <p>Up to date records / information are maintained and are well organised and accessible.</p> <p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others.</p> <p>Seek to use digital methods wherever possible.</p>
<p>Develop specialist documents / materials / activities to support / promote the service area.</p>	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
<p>Work closely with others to clarify changing customer / organisational requirements.</p>	<p>Customer requirements are identified and documented. Improvement opportunities are identified and recommended.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with</p>

Job Specifics	End Results/ Outcomes
<p>Responsible for ensuring that all transactions are completed within the specific payroll deadline.</p>	<p>Process monthly payroll changes including starters, leavers, contractual changes and unlocking records to ensure employees are paid correctly.</p> <p>Maintain accurate payroll records and ensure timely submission to payroll.</p> <p>Validate monthly pay variances and correct them with support from payroll managers.</p> <p>Identify overpayments, flag with payroll managers and use system tools to raise invoices where applicable.</p> <p>Responds and resolves payroll-related queries from employees and managers with support from payroll manager where necessary.</p> <p>Support statutory reporting and compliance (e.g., HMRC, pensions, issuing P45's etc.).</p> <p>Complete external requests from DWP, Jury Service, Court Orders etc. by updating records accurately and on time.</p> <p>Contribute to both internal and external audits.</p> <p>Process emergency payments to employees, including preparing and submitting the necessary paperwork, overseeing system corrections and facilitating recovery where required.</p> <p>Data entry for any external payroll within a contractual agreement.</p>
<p>Input and update information for LGPS (Local Government Pension Scheme) & Teachers Pension on associated systems.</p>	<p>Investigate and correct historical and missing service records for Teachers Pension enquiries while maintaining effective communication with stakeholders in conjunction with finance and Payroll managers.</p> <p>Processing changes to Teacher's pension portal for all council-maintained schools in the borough and for Local Government pensions.</p> <p>Process changes to Pension contributions as instructed by Pension provider.</p>

<p>line with the Council's EDI framework.</p> <p>Job Evaluations in line with Greater London Provincial Council framework are carried out.</p>	
<p>Manage the employee life cycle</p>	<p>Administer employee lifecycle transactions (e.g., new starters, changes, leavers, honorariums, extensions to contract, secondments, acting up).</p> <p>Create employee records and electronic files on relevant systems.</p> <p>Maintain and update Human Resource systems and personnel files.</p> <p>Generate reports and check data accuracy.</p> <p>Provide first-line HR transactional support and guidance to customers and stakeholders including but not limited to providing proof of employment.</p> <p>Provide advice to employees on their statutory entitlements including maternity/paternity leave, shared parental/adoption leave, and other statutory leave provisions.</p> <p>Respond to all ESS/MSS (Employee Self Service/Managers Self Service) and any other system requests and queries within service level agreement.</p> <p>Promote, monitor, and advise on good employment practices in relation to transactional HR matters, supporting the implementation of frameworks and policies, with guidance from HR professionals where applicable.</p> <p>Maintain and implement changes to Organisational structures by updating Human Resource Information System.</p> <p>Ensure compliance of Disclosure and Barring Service (DBS) legislation for existing employees and process request from external customers.</p>

<p>Maintain information systems which support the specialist area and contribute to the development of these systems.</p>	<p>Monitor HR systems, identify issues or improvement opportunities, report these to ICT, and participate in system testing. Produce Standard Operating Procedures where needed.</p>
<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Including the wider Culture, Workforce and development team.</p>	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p> <p>Build sustainable relationships of trust through open and interactive communication.</p> <p>Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements.</p> <p>Liaise with key stakeholders and make use of feedback received and shared.</p>
<p>Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.</p>	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p>
<p>Nature of Contacts</p>	
<p>Heads of Service, Senior Managers and Managers across the authority, external agencies and organisations, and HR colleagues.</p> <p>Involves supporting and guiding residents, internal customers, stakeholders and third parties to ensure a successful service is delivered.</p> <p>Carry out processes in line with service area.</p> <p>Liaise with and advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively, and diplomatically.</p>	
<p>Procedural Context</p>	
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures.</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p>	

Occasionally the post will be expected to work from other locations.
Resourcing
Budget Responsibilities: N/A
Supervisory Responsibilities: N/A
Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Experience of having worked in a fast-paced, customer-focused environment. • Good knowledge and application of IT systems and software packages. • Relevant legislative and or procedural knowledge for specialist area. • Ability to work independently and with minimum supervision, using problem solving skills and initiative to provide a customer focused service. • Excellent levels of literacy and numeracy. • Excellent attention to detail and accuracy in data management. • Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others. • Excellent time management and strong organisational skills. • Ability to deal diplomatically and confidentially with a wider range of customers both internally and externally. • Ability to identify improvements to processes and systems and to share the recommendations with the wider team. • Experience of using HR and Payroll information systems. • Knowledge and understanding of confidentiality, data protection, and employment legislation principles. <p>Desirable</p> <ul style="list-style-type: none"> • <i>Previous experience of working in a HR administration, recruitment, or payroll-related environment.</i>
Indicative Qualifications
Numeracy and literacy qualification e.g. English and Maths Qualification Relevant NVQ Level 2 or 3 qualification.
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review, and the Council reserves the right to amend or add to the accountabilities listed.