

Job Description

Position Details

Position:	Payroll Support Assistant
Directorate:	Corporate Services
Service:	Organisational Development – Payroll
Position no:	BG01482
Grade:	4
Hours of work:	18.5 per week
Work style:	Home Worker
DBS required:	N/A
Contact:	Fay Wheeler / Julie Hooper
Date:	28/05/2026

Politically Restricted? Yes* No

* 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

About the Position

Reporting to: Fay Wheeler – 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.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
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
A proven track record of administrative experience	Essential	A / I
Experience		
Experience of working in a Payroll/Human Resources Environment	Essential	A / I
Experience of using Microsoft office applications	Essential	A
Experience of iTrent integrated HR/Payroll System	Desirable	A
Knowledge / Skills		
Knowledge of general office best practice e.g. effective management of information	Essential	I
Ability to communicate in an appropriate manner to a diverse range of colleagues and customers	Essential	I
Personal Attributes		
Friendly and approachable as dealing with internal and external contacts	Essential	
Conscientious	Essential	
Able to work both independently and as a Team Member	Essential	
Special Working Conditions / Requirements		
Will be required to attend an agile working hub within the Borough on a rota basis.	Essential	

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

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 through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	I / PP
Involves line manager / colleagues in setting and meeting targets	I / PP
Reorganises work when necessary	I / PP
Sees tasks through to completion whenever possible	I / PP
Seeks help if workload becomes unmanageable	I / PP
Uses initiative to report issues that arise that impact on others	I / PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I / PP
Understands that changes are needed if things are to be improved	I / PP
Finds new and creative ways of doing things better	I / PP
Actively seeks to develop own skills and knowledge	I / PP
Learns from mistakes & welcomes constructive feedback	I / PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I / PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I / PP
Understands the links between own professionalism and the possible impact on the Authority's image	I / PP
Has a professional attitude that sets an example to colleagues	I / PP
Takes pride in own work and that of colleagues	I / PP
Is respectful, courteous and helpful at all times	I / PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I / PP
Recognises potential value of others' opinions and actively seeks their contributions	I / PP
Asks for help when necessary	I / PP
Actively seeks to help others	I / PP
Is aware of the impact of own behaviour on others	I / PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I / PP
Makes sure that people are regularly informed	I / PP
Uses appropriate language, gestures and tone when talking with others	I / PP
Checks others have understood & seeks advice when necessary	I / PP
Actively seeks to improve all forms of communication with others	I / PP
Communicates professionally by using formal channels appropriate to the situation	I / PP

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