Job Description

POST IDENTIFICATION

Post Title	Employment Services Officer				
Grade	4	**Job Evaluation ID:**	2589b	**Date Evaluated/Reviewed**	August 24

Service Area	People, Policy & Transformation				
Service Team	Employment Services				
Responsible to	Senior Support Officers				
Areas of Responsibility	Click here to enter text *(name of teams).*				
Number of staff responsible for	None	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	No
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To support the provision of an effective and efficient high level support service for Human Resources and Payroll services.

KEY RESULT AREAS

1. To provide a comprehensive and customer focused HR & Payroll support provision to the Council and its customers.
2. To be responsible for accurate updates to the Councils HR & Payroll systems ensuring relevant information is maintained, accurate and compliant, and shared with internal and external bodies as required.
3. To ensure accurate correspondence is issued to all those that interact with the service in a professional approach.
4. To provide a full complement of HR support functions, including ensuring recruitment and selection processes are delivered; from supporting Mangers with recruitment requests through to the final stages around onboarding and appropriate employment checks. Ultimately ensuring the employee receives a high-quality employee experience and the Council meets its' legislative requirements regarding Safeguarding and Right to work Checks.
5. To maintain a knowledge and be able to process payroll activities such as tax, national insurance, pensions, absence payments, overpayments, underpayments and ensure these are processed in line with terms and conditions and legislation.
6. To support appropriate reconciliations and outputs of HR & Payroll information ensuring robust, accurate and timely information is available and shared with relevant internal and external bodies.
7. To provide appropriate advice and guidance to managers, headteachers and employees on policy and procedures relating to the service
8. To assist in the provision of training as required by managers and employees on HR and Payroll matters
9. To review and authorise applications for the full suite of staff benefits including the reconciliations and deductions from pay.
10. To manage the production of ID cards where necessary for the Council's employees and partners.

Job Description

This job description sets out the main result areas of the post at the date when 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. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	• 5 GCSE's at A*-C or NVQ Level 2 in a relevant field or equivalent relevant experience	• Welsh GCSE at A*-C
Knowledge	• Knowledge and understanding of employment policies and procedures.	• Knowledge and understanding of conditions of service applying to local government • Working knowledge of the iTrent HR & Payroll system
Experience	• Experience of working in a similar office environment • Experience of using a range of Digital systems including Word, Excel, email and the internet • Experience of dealing with enquiries in a variety of correspondence • Experience of supporting team colleagues	• Experience of using the iTrent HR & Payroll system • Experience of providing training to managers and employees
Aptitude & Skills	• Able to demonstrate attention to detail • Able to provide quality customer service • Able to work as part of a team • Able to work on own initiative • Able to organise and prioritise workload • Able to meet deadlines and work under pressure • Able to communicate effectively with others	• Click here to enter text.

EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships

Recognise and use best practice to solve problems. Take initiative to suggest improvements, sharing this constructively.

Communicate openly, being straightforward with people to generate trust and confidence.

Follow procedures and rules. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements.

Welsh Language Requirements					
Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)					
Listening / Speaking Skills	1	Writing Skills	1	Reading / Understanding Skills	1

Special Conditions	
Disclosure & Barring Service Disclosures	Not applicable
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	None

Training
Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click here