Job Description

Job Title:	HR Business Services Team Leader
Team/Service:	HR Business Services
Business Unit:	Human Resources
Commissioning Area	Operational Support
Responsible To: ***(day to day issues)***	HR Business Services Manager(HR & Payroll)
Accountable To: ***(line manager)***	HR Business Services Manager(HR & Payroll)
Salary Grade: ***(Spinal column points only)***	scp 26 to 29
JE Ref:	JOT82

1. Key Purpose of Job

1.1. To deliver a professional, high quality, customer-focused HR Business Services function to all customer groups that complies with legal requirements and works to achieve best practice.

1.2. To provide a comprehensive first-line transactional HR advisory service to both corporate and external services customers on:

- All aspects of HR Administration
- Payroll

1.3. To be responsible for the allocation of workload on a daily basis to ensure that resources within the team are used to maximum effect taking responsibility for running aspects of the payroll as an individual but also supervising the respective teams in their duties, reallocating work as need arises.

1.4. To ensure the smooth running of the HR Business Services function which includes Payroll and HR Administration on a day to day basis pro-actively working with the HR Business Services Manager by ensuring the service complies with legislation, regulations, national standards and good practice in relation to its service and outcomes.

1.5. To apply the corporate policies and procedures of the Council properly and effectively, achieving an appropriate balance within corporate guidelines whilst assisting line managers to achieve overall goals and objectives.

1.6. To be able to work across the different functions and manage own work flexibly with minimal supervision.

2. Anticipated Outcomes of Post

2.1. To manage the operational services on a day to day basis in order to achieve the delivery of a high quality, professional and timely service to managers, employees and external customers.

3. List Key Duties and accountabilities of the post

3.1. To ensure that day-to-day management and supervision of the HR Business Services team to ensure that an efficient and customer focused service is delivered.

3.2. To ensure that the Council's Safe Recruitment processes is adhered to. Ensuring compliance and that no individual commences employment within the council without relevant employment checks being undertaken. Escalating any issues or concerns immediately to either the Business Services Manager or another member of the HR Management Team.

3.3. To ensure that the payroll is run efficiently and effectively overseeing the various payrolls, to ensure that their own element of the payroll and that run by others in the team meets the requirements of the service level agreements and customer charter.

3.4. To ensure that HR Support is run efficiently and effectively, ensuring that all work is prioritises and completed in accordance with required deadlines.

3.5. To manage and supervise the team ensuring that their roles and responsibilities are clear and that workload is managed appropriately in accordance with resource levels, making changes to working practices as appropriate. Undertaking the full range of management for the team.

3.6. To support the HR Business Services Manager (HR & Payroll) in the development of the service ensuring that all processes, systems and procedures are reviewed and improvements made.

3.7. To act as the first point of contact for the team in resolving operational issues relating to all aspects of running the office and the services offered.

3.8. To ensure the team are kept up to date with relevant changes to legislation and are accurately actioning any procedures agreed with HR Business Services Manager (HR & Payroll) or HR.

3.9. To work with the HR Business Services Manager (HR & Payroll) and ensure that the team complete procedures for all aspects of the payroll, pension and HR administrative functions undertaken by the team.

3.10. To develop a team approach to problem solving and developing systems through effective supervision and team meetings

3.11. To assist the HR Business Services Manager(HR & Payroll) in ensuring that the audit requirements are met within the required timescales

3.12. To ensure compliance with legislation and regulations relating to Payroll and HR in relation to records, reports and statutory returns.

3.13. To support the HR Business Services Manager(HR & Payroll) in the development of the user training programme and procedures guidance ensuring that policies and procedures once implemented are adhered to.

3.14. To be responsible for the provision of accurate and timely information when requested in relation to statutory returns, audit requirements and any other requests from internal or external bodies

3.15. Develop, maintain and review all administrative systems and processes in relation to the services offered to ensure that they meet with HMRC regulations and other legislative requirements working with colleagues across HR as necessary.

3.16. Provide comprehensive first-line HR and pay-related policy, procedural and process advice across all 'HR' disciplines (eg include advice on terms and conditions, pay allowances, maternity/sickness entitlements, Recruitment)

3.17. Work with minimum supervision, using own initiative with ability to manage and prioritise workload and resolve customer queries within agreed service levels.

3.18. Ensure that accurate records are kept in accordance with Data Protection Legislation.

3.19. Responsible for the safeguarding and promoting the welfare of children at all times.

4. Give examples of the typical types of problems and decisions the post will be required to make

4.1. Review procedures for employment status and implement revised measures to ensure that payments to workers are dealt with in accordance to HMRC regulations.

4.2. Reviewing, and adapting payroll processes where relevant to ensure that the streamlining of these meet the needs of the service whilst ensuring that the service provided is not effected and where necessary, enhanced.

4.3. Review legislation and statute and advise on policy and procedure changes when the changes involve a possibility of benefits in kind.

4.4. Team moral and personality clashes within the department.

5. Budgetary / Financial Responsibilities of the post

5.1. Up to £6,000 authorisation level for finance signatory purposes.

6. Supervision / Line Management Responsibilities of the post (Please show / provide organisation structure as an appendices, showing official reporting lines)

6.1. HR Business Services Team Members – Currently 3 Payroll Assistants, and 1 HR Business Support Officer.

7. Working Environment & Conditions of the post

7.1. Normal office working conditions.

8. Physical Demands of the post

8.1. Some lifting of filing boxes and accessing archived data from storage.

9. Specific Resources used by the post

9.1. Standard office equipment

10. Key Contacts and Relationships

10.1. External

HMRC

NorthgateArinso

External Customers and third parties

Professional Bodies

Recruitment Agencies

Other Local Authorities

Partner organisations

Suppliers for Occupational Health, DBS Recruitment services.

Trade Union Representatives

10.2. Internal

Managers and Employees at all levels within the Council.

Audit

Finance

Counsellors

11. Other Duties

To undertake additional duties as required, commensurate with the level of the job.

Other Information

a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.

b) The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.

c) The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

d) The post-holder must comply with the Council's Health and Safety requirements as outlined in the H&S policy appropriate to the role.

e) This post is based at Town Hall Torquay but the postholder may be required to move their base to any other location within the Council at a future date.

f) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions

g) The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.

Note for Candidate

All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

Person Specification

Job Title:	HR Business Services Team Leader	Business Unit:	HR Business Services	Team/ Service:	Human Resources

Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
1. Ability to lead, manage and motivate the team on a day-to-day basis allocating workloads ensuring deadlines are met. 2. Proven interpersonal, organisational and planning skills. 3. A customer service approach to work. 4. Ability to work under own initiative and as part of a team. 5. Demonstrates an understanding of Payroll and HR processes and procedures. 6. Ability to resolve a range of Payroll queries from the routine to the more complex. 7. Ability to problem solve and an attention for detail. 8. Proven ability to react to changing priorities and deadlines. 9. Able to present information to groups coherently and in a manner that maintains interest and secures understanding. 10. Confident and able to communicate appropriately with different people in different settings, adapting style to suit the audience and situation. 11. Ability to work on projects within timescales and resource limits. 12. Experience of operating in a HR customer focused support service environment 13. Ability to influence to reach desired outcomes. 14. Ability to work as an effective team member – supporting the shared goals of the service.	1. Advanced Excel skills

15. Ability to demonstrate an effective use of IT Systems including Word, Excel, and Outlook. 16. Excellent communication and administrative skills;	
Knowledge:	
Essential Knowledge:	**Desirable Knowledge:**
17. Thorough knowledge of legislation, procedures and processes relating to HR disciplines (Payroll and HR administration). 18. Knowledge of HR and Payroll information systems.	1. Local Government, Teacher and NHS Terms and Conditions of Employment. 2. LGPS pension scheme.

Essential Experience/Achievements:	**Desirable Experience/Achievements:**
19. Practical experience of the Payroll year end process. 20. Experience of working in a HR and Payroll Environment. 21. Experience of managing information within a complex environment. 22. Experience of reviewing and improving systems and processes. 23. Experience of using a HR and Payroll System. 24. Experience of setting up and maintaining accurate working systems and procedures. 25. Experience of managing and directing a team. 26. Experience of allocating work effectively to meet deadlines. .	3. Experience of processing payrolls of over 1000 employees with different terms and conditions. 4. Experience of on-boarding processes for new employees and recruitment administration. 5. NorthgateArinso Resource Link system experience.

Essential Qualifications/Professional Memberships:	**Desirable Qualifications/Professional Memberships:**

27. Educated to GCSE standard to include English and Maths at grade C or equivalent. 28. Advanced Practitioner Certificate in Payroll or Working towards or equivalent or Human Resources Level 3 or above.	Membership of CIPD Membership of CIPP Human Resources Level 5 ILM or CIM relevant management qualification.

Essential – Other requirements of the job role

- Ability to carry out the physical requirements of the role (i.e. manual handling)
- Ability to travel efficiently around the Bay in order to carry out duties

May 2017