Services for schools, owned by schools

Job Description

Job Title: HR Operations Advisor (Pay)	**Service Area:** Schools HR & Payroll
Grade: Scale 6	**Job Number:** 044
Date last updated: 22.02.2017	**Date of last evaluation:** TBC

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To assist with preparing and producing payrolls for all schools employees, including teachers, support staff and teacher pensioners to strict timetables.

1. The post holder reports to the Team Leader.
2. The post holder has no line management responsibility; although at Scale 6 they are expected to check quality of work of less experienced staff in the absence of the Team Leader.

Key Measures

- Meeting KPIs,
- Accuracy Level,
- Customer Feedback

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1) **Advisory & Administration**

Ensure strict adherence to work plans and procedures in line with the agreed Service Level Agreement with schools in respect of the administration of all staff changes, and in accordance with agreed SLA's

Oversee general starter, changes, leavers and attendance administration and input onto the HR payroll system for schools employees in accordance with strict deadlines as follows:-

- PAYE/NI/SSP/SMP administration,
- Teacher pension elections
- New starters
- Re-grading
- Leavers/Transfers
- Contractual sickness/maternity payments
- Recovery of overpayments
- DSS/mortgage Enquiry forms
- Payments due to employees after leaving
- Paternity leave and jury service
- To process sickness absence of staff, including referring staff to Occupational Health

2) **Reporting**

- Assist in checking payroll reports referring problems when necessary to the Team Leader / Payroll Services Team.
- Provide data in response to management queries on non-routine personnel matters

3) **Filing**

- Filing of all system output, relevant source documents for specific clients and employee related information.

4) **Enquiries**

- Dealing with specific routine client enquiries and other routine employee enquiries via the telephone, in person or in writing.
- Provide advice on standard employee relations queries (e.g. disciplinary, sickness absence etc.).

5) **Liaising with others**

- Liaising with schools, Central Payroll, other council departments and outside bodies such as the DWP and Teachers Pensions regarding payroll and conditions of service.

6) **Project Management**

- Support and deliver HR projects across the Service, bringing about change and service improvements in agreed timescales.

7) **General**

- Undertake necessary training as required and to assist with the training of others.
- Provide administrative support and cover of phone calls for the HR Advisers, and provide advice on their behalf on routine enquiries.

Working Conditions/Circumstances

- All staff are expected to act as ambassadors for the Schools HR & Payroll service. All staff are required to develop a good understanding of all services offered and proactively promote these to existing and potential customers as appropriate.
- Flexi time is available upon agreement with the postholder's line manager and conducive to the business operation.
- All staff are expected to demonstrate a flexible approach in the delivery of work within the HR Service. They are required to be proactive members of the HR team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all HR and Payroll staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

Services for schools, owned by schools

Person Specification

SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.
EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities	
• Ability to work to multiple deadlines	E
• Proficient IT skills	E
• Good numeracy skills and ability to work with figures	E
• Excellent oral communication skills to deal with a wide range of people	E
• Ability to draft routine correspondence	E
• Ability and willingness to work in a team	E
• Ability to accurately process payroll documentation	E
• Ability to understand how conditions of service apply to a group of workers, and to use the various appropriate schemes	E
• Ability to provide clear advice on sickness management issues	E
• Detailed understanding of personnel procedures	E
Experience	
• Experience of computerised payroll	E
• Experience of working in a team environment	D
• Experience of teaching and school support payroll	D
Qualifications	
• Minimum of C Grade in English & Maths at GCSE (or equivalent) or relevant experience	E

Knowledge • Knowledge of teachers and school support payroll • Knowledge of Teachers, APT&C, JNC and Soulbury pay and conditions • Knowledge of sickness absence management procedures	 E E E
Personal Attributes and Other Requirement • Able to deal with sensitive personnel matters with tact and discretion • Will be required to work during school holidays	 E E

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	1	• Understands what good customer service is and provides an excellent service to all customers • Meets immediate needs of customers and colleagues promptly • Recognises customer dissatisfaction and responds positively to address and prevent it • Takes personal responsibility for own work and considers the customer when
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	1	• Offers to help when resources or deadlines are tight • Shares information with colleagues to achieve consistency • Works collaboratively with people from other teams / services to provide the best service for the customer • Works sensitively with others, taking their needs into consideration • Responds positively to requests for help
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	1	• Recognises the need to develop and asks for feedback to improve • Tries out or suggests improvement to own work processes • Works to new timetables or priorities without complaint • Willingly adjusts to new tasks and methods • Has an awareness of the financial implications of own role and team
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	1	• Is clear and concise, using language relevant to the customer / colleague • Presents information and ideas in an easy to understand format • Actively listens and asks questions when unsure • Raises difficult issues with colleagues to improve relationships or sort out misunderstandings • Checks to make sure that there is a shared understanding
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	1	• Keeps relevant people informed of progress and issues on key tasks • Follows procedures which are designed to meet agreed standards • Works effectively and makes decisions appropriate to their role • Regularly reviews progress and standards against objectives • Doesn't get distracted by people and activities around them

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	1	• Plans own workloads to meet agreed deadlines, objectives and priorities • Keeps track of tasks without being reminded • Checks own work for quality and accuracy against agreed standards • Alerts others if potential problems appear • Plans and prioritises workload appropriately • Makes effective use of time
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	• Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication