

Human Resources, Payroll and Systems Administrator Candidate Pack



Lucy, from the
Human Resources team

Human Resources, Payroll and Systems Administrator

Salary - £20,324 to £26,107 (dependent upon skills and experience)

“It’s the small things that matter”

This is our mantra in our HR team and we are looking for a proactive individual to be the first point of contact for more straightforward queries and deal with a broad range of quick jobs but to a high standard.

Key elements for this role include:

- Strong attention to detail
- A passion for Customer Service
- Familiarity with handling data and converting into meaningful charts
- Experience of a role within HR with some systems knowledge

We are a bright and bubbly HR team with experience across a wide range of professional backgrounds from Healthcare and Schools to Railways, a Bakery and even the House of Commons (where a member of the team gave Tony Blair his P45!).

We are dedicated to our development and this role is likened to a graduate scheme as you will gain exposure HR, Payroll and Systems and you will have the opportunity to forge your career in where your passion lies.

Part time working (30 hours) or a job share would be considered for this role although please note that there is a requirement to be office based for at least 40% of the time and therefore due to the nature of the role we are unable to consider applicants who wish to undertake remote working.

Do you want to know more about the role?

Please contact Graeme Taylor, Head of HR and Organisational Development on 01732 227169 to find out more details.

Do you want to ensure you have the best chance of being shortlisted?

Read the Job Description and Personal Specification attached to the role and ensure that your supporting statement explains how you meet the essential requirements as your application will be judged against these criteria.

Closing date: Sunday 3 October 2021



About the Council

Sevenoaks District Council is a unique place to work. It's a place where positive and passionate people deliver some of the very best services in local government. We are honoured to be recognised as one of the most efficient, well managed councils in the country, an achievement we work hard to maintain.

There are very few councils that still collect all the rubbish and recycling every week using their own team of people. We are exceptionally proud that the people who work here care deeply about what they do, that they are creative, embrace risk and work hard to deliver exceptional services to our customers and to improve the Sevenoaks District. It's our team of people that makes Sevenoaks District Council unique.

We've worked hard to develop a no 'blame culture' among the people that work here. It's a place where staff take responsibility for the work they do and are empowered to take the decisions that help them to do their job effectively. We encourage new ideas and innovation and provide people with the support and training they need to become the very best at what they do.

Our mantra of 'the customer is anyone who isn't me' helps to grow strong and positive working relationships across our council services, and ensures our residents, businesses and partners receive the very highest quality of service each time they contact us.

Recruiting the right people to our team is incredibly important to us and instrumental to our success. We value personal qualities as much as we do the skills and knowledge to do the job. We want people who can embrace our culture, that have ambition and determination and have the ability to shape our future.

Our vision

We're committed to delivering excellent services. This means we are ambitious for our staff, our customers and our Council. Together we work to shape the District for future generations to make it a great place to live, work and enjoy.

Our mission

To work smarter with an empowering culture, a focus on wellbeing and a dynamic and innovative approach.

The Sevenoaks District provides a great range of housing options whether you are looking to rent or buy.

Many of our staff live outside of the District. With excellent links by road and rail it makes Sevenoaks District Council an employer that is accessible from most parts of Kent and further afield.

The Council is fortunate to have its own car park which, increasingly rarely, is free to all staff to use. The council also supports car sharing and is a member of the cycle to work scheme.

Much of the District is surrounded by beautiful countryside, but our towns and villages have excellent transport links, good schools and a vibrant local economies.

Amongst the national chain stores are thriving local businesses, there are great places to eat and drink and a wonderful range of attractions for days out with friends and family.

The Sevenoaks District has three leisure centres, a range of local sports clubs and its own theatre. So if you have an interest in sport, film, comedy and stage there is something for you.

Transport

Sevenoaks mainline train station is a short walk from the Council offices and regular trains take approximately 30 minutes into central London.

The M25, M20 and A21 are all within a short drive of the Council offices.

Gatwick airport is just over a 30 minute drive and Heathrow airport is just over an hour's drive away.

Sevenoaks town

The Council's offices are based a short stroll away from the heart of Sevenoaks town. Sevenoaks is a busy town centre with a wide variety of shops, restaurants and cafes. There is a regular weekly market, as well as a choice of supermarkets, a theatre and a cinema.

The town also has the advantage of the wonderful Knole Park, including its deer, just a few minutes walk from the door of the offices for those that like to get away from it all during their lunch break.

The local area

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S

Strong sense of pride in our district

E

Enthusiastic and committed

V

Valuing others, valuing each other

E

Empowered to achieve

N

No blame culture

O

Open to new ideas; dedicated to developing talent

A

Ambitious with our community

K

Keep learning; keep improving

S

Sharing services; working closely with others

Annual Leave

You will be given 24 days annual leave plus any Bank Holidays. An extra five days leave is accrued after five years Continuous Local Government Service as at 1 April. Bank Holidays are pro rata (for part time staff) based on the amount of hours you work. You will be eligible to buy additional leave or have an increased salary by selling annual leave.

Pension

The rate Sevenoaks as the employer currently pays is 18.7%. Your contribution rate of 6.5% would be based on your salary.

Health and wellbeing benefits

Free and confidential employee assistance programme

Confidential and expert advice in many areas, including family, legal, financial and consumer issues.

Regular onsite health check appointments available

We regularly offer mini health checks with our onsite Occupational Health Advisor, who offer checks on blood pressure, 'Know your numbers', body mass index, weight, risk of diabetes, stress management tips and 'Take a Walk' tips.

We also offer onsite free flu vaccinations and discounted osteopathy treatments.

Eye care

We offer eye care vouchers on request every two years to staff who use computers for a significant part of their work.

Financial benefits

Free staff car parking

Onsite staff car park, free of charge to everyone.

Cycle to work scheme

You can get a new bike for a significantly reduced cost by saving on tax and National Insurance (and paying for it monthly through your salary).

Season ticket loan

We offer season ticket loans up to a maximum of £5,000, repayable over 12 months.

Car loan

You can apply for a loan up to a maximum of £10,000 to purchase a car, repayable over a maximum of five years at a low rate of interest.

Staff Benefits

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INVESTORS
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Sevenoaks
DISTRICT COUNCIL



Professional fees

Staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year.

Recognition, Learning and Development

We believe all our employees have the potential to grow, both in their work role and personally, and endeavour to provide opportunities for this growth. We work within recognised good practice guidelines, including Investors in People, to ensure both the quality and quantity of training and development is relevant and “fit for purpose”.

The Talent in Me (TiM)

TiM is open to everyone and there are more than 60 courses available to choose from. Courses are ‘bite-sized’. Each one takes one to two hours to complete and are delivered by our own in-house service experts or external providers.

E Learning

We offer e-learning courses that enable you to train at your desktop, working at your own pace wherever and whenever you want.

Coaching

We offer a tailored coaching programme with a number of professionally trained internal volunteer coaches, designed specifically to support staff performance and development and our culture, with a focus on specific skills and goals.

Apprenticeships

Any member of staff can apply to undertake an apprenticeship. There are now over 200 new apprenticeship standards with more in development.

Family friendly policies

Maternity leave

All pregnant employees are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked for us for more than 12 months by the time their baby is born receive enhanced maternity pay of the first six weeks paid at 90% of the weekly salary.

Paid paternity leave

Fathers to be or employees who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay. Employees who have worked for us for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Flexible working

We are proud to offer a range of flexible working arrangements to all of our staff. We are happy to consider reduced hours, job shares, home working and more, ensuring the needs of the organisation continue to be met.

Other staff benefits

We participate in the Kaarp Benefits Scheme, a voluntary benefit scheme for local authority employees.

The Benefits change regularly but include:

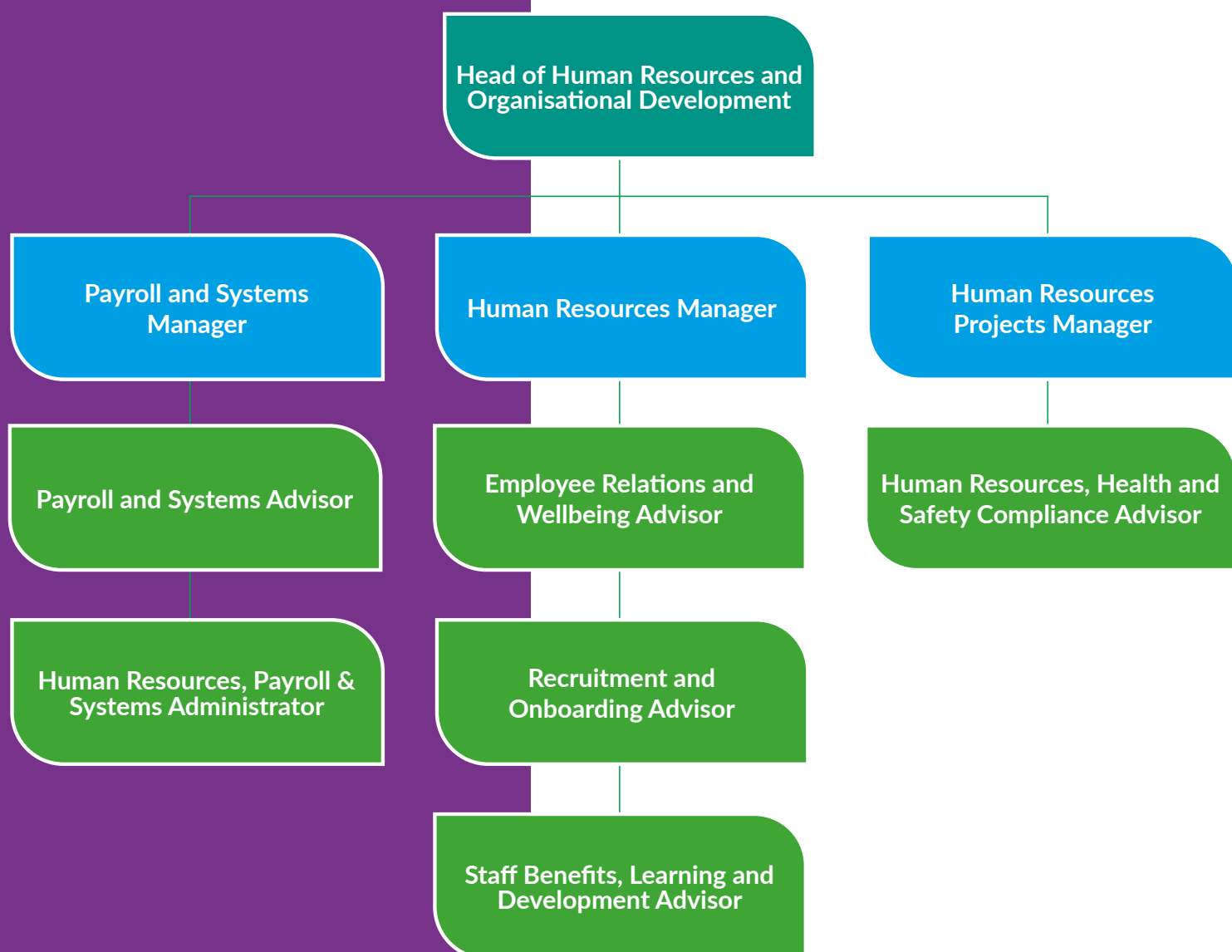
- Activities - discounted theme park entry and/or hotel rooms.
- Finance - special deals, insurance and personal finance.
- Health - money off many sports and fitness centres and golf courses.
- Motoring - discount car club, reduced breakdown cover, car servicing/MOTs and money off driving lessons.
- Shopping - many deals and offers.
- Travel - A travel club, discounts on holiday insurance, hotels and airport parking.
- Local discounts – these include many offers and discounts for restaurants, hotel rooms, hairdressers, dry cleaners and more.

Staff Benefits

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Current Team Structure



Job Title: Human Resources, Payroll and Systems Administrator

Department: Human Resources

Band: B - C

Responsible for: n/a but some influencing of staff may be required

Responsible to: Payroll and Systems Manager

Purpose of the job: To support customers in the day to day access and use of the HR system (iTrent) over the phone, via email and face to face.

Act as the first point of contact for all iTrent and Payroll customer queries and resolve basic requests. Escalating more complex issues to senior members of the team as appropriate.

To deliver excellent customer service whilst maintaining services for all users of iTrent.

To undertake data entry and administration duties on behalf of the wider team as required.

Key activities:

- Providing first level proactive operational professional advice within the Recruitment and onboarding context.
- Responsible for maintaining and updating data in the HR System. Responding to enquiries from managers and employees.
- The role will support the delivery of an effective and efficient Payroll and HR customer focused team. The post holder will act as a first point of contact handling and resolving straight forward Payroll and HR enquiries.

Band B

- Ensures that HR administrative tasks are carried out on time, to a high standard. Including new contracts, starters, leavers, contract amendments, processing employee pay and benefits changes, processing probation reviews at month 1, 3, and 6. Logging expenditures and processing invoices etc.
- Respond to all HR Correspondents in a timely manner including, responding to emails, queries, and reference requests, managing the HR team shared email inbox, escalating more complex queries, and employee relations issues to the appropriate HR Advisor or HR Manager.
- Prepare Payroll information on all staff changes and provide it to agreed timescales.

Job description

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- To maintain all HR records and ensure all HR administrative processes are carried out.
- To manage HR databases covering pay and all employee data.
- Prepare salary adjustments and changes, setting up starters and leavers, notification of absence duration and type (sickness, maternity, paternity etc), for Payroll processing within set deadlines.
- Ensure appropriate and timely action is taken and updated on iTrent- we will provide training to help you learn how to use this system).

Band C

- Generate reports, reconcile occupational and statutory family leave, Sickness and other pay elements from Payroll system.
- To support the Recruitment and Onboarding Advisor with the Council's DBS Umbrella Service to the public, clients and SDC staff. Action request from external organisations and ensure invoices are raised and paid to reflect admin fees.
- Takes accurate notes at a variety of meetings and ensures these are distributed to relevant parties in a timely manner.
- Processing of annual performance reviews and pay awards.
- Develop standard and ad hoc reports, templates, dashboards, scorecards, and metrics for different areas of HR.
- Collate data from various sources including the HR database to produce reports including the KPI monthly reporting. Developing a Management Information pack for the PA's of starters, leavers, compassionate leave, and internal promotions.
- To produce analysis and maintain metrics for the SMT on all relevant HR matters.

System Management

- Utilising iTrent to run structure reports, provide case management updates, maintain staff records online particularly sickness records.
- To have full proficiency in the iTrent system that tasks can be delivered in the absence of other members of the team.

Communication and collaboration

- Working collaboratively across the team keeping everyone, up to date with the status of leavers and joiners.
- Working closely with all new joiners and keeping in touch with them to ensure they have a positive

onboarding experience and any issues are easily remedied

Personal Responsibility

- To work in partnership with the whole of the HR team to deliver joined up working in delivery of a comprehensive HR service.
- Take forward own development and network as appropriate with HR professionals in other organisations.

Expected Standards

- To engage fully in the Council's staff appraisal scheme.
- Take due care of your own Health and Safety and that of others (as appropriate) in your working environment.
- To adhere to General Data Protection Regulation principles and practice
- To embrace the Council's Equal Opportunities policy, values and behaviours.
- To be aware of and follow the Council's Safeguarding policy.
- Undertake any other duties that may be reasonably expected as part of this role.

Location

Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG with requirement to travel to other sites within the District as required.

Qualifications Band B

- To actively demonstrate commitment to own continuous professional development.

Qualifications Band C

(Demonstrates all of Band B and the below)

- CIPD Level 3 or equivalent Payroll qualification. Or provide evidence of appropriate level of knowledge, skills and abilities.

Approach Band B

- An interest in developing and growing the role to develop the Council and own skills.
- An interest in workforce analytics disciplines and their development in different settings to address business issues
- An effective team player with a supportive and collaborative approach, with the ability and motivation to deliver good quality work.
- Is approachable and helpful when dealing with staff.
- Takes initiative and works smarter/more efficiently

to achieve objectives; owns and implements projects in own work area.

- Actively contributes to creating a sense of team spirit.
- Understands and demonstrates tact and awareness of impact of sensitive HR issues.
- Acts with honesty, integrity and discretion. Takes ownership for and resolving queries.
- Confident working with raw data and able to re-format and/or cleanse it as required.

Approach Band C

(Demonstrates all of Band B and the below)

- Passion, drive, confidence, enthusiasm and energy to live the team's values and be an advocate of the Council.
- Provides timely, accurate and personalised responses.
- Friendly, outgoing, and wanting to help others. Highly visible, eager to learn, provides timely accurate and personalised responses.
- Happy to expand existing skills by using new technology.
- A creative mind-set with the ability to challenge the norm to generate new ideas.
- Demonstrable pragmatic problem-solving skills, organised, self-motivated and capable of working autonomously, able to deliver results within deadlines, managing time effectively.
- Experience of being pro-active, self-starter, taking responsibility for own workload.
- Can confidently advise colleagues and managers on HR policy and procedure.
- A good understanding of the General Data Protection regulations and experience of working with and protecting personal data.
- Demonstrates tact and confidentiality when dealing with highly sensitive information.
- A team-player approach, willing to pitch in to work together to achieve both individual and wider team goals, sharing knowledge and skills to deliver shared goals.
- Ability to engage, build relationships with colleagues at all levels of seniority both professionally and credibly.

- Ability to present data clearly, in creative ways, using graphs and charts.
- Numerate and analytical, with excellent attention to detail and accuracy.

Knowledge, Skills and Experience Band B

- Excellent knowledge and understanding of Microsoft packages including Excel.
- Experience of working effectively and accurately in an administrative role.
- improving administration processes and systems. A flexible approach with
- the ability to manage and prioritise a high workload with multiple tasks.
- A basic knowledge of reporting and producing statistics
- Demonstrable HR Administration experience including drafting contracts/ offer letters.
- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, and deadlines.

Knowledge, Skills and Experience Band C

(Demonstrates all of Band B and the below)

- Previous experience of working in a HR team, where creativity and innovation was encouraged.
- Proven knowledge and experience gained in a Payroll and HR systems environment ideally iTrent
- Experience of analysing and resolving Payroll related problems or questions by collecting and analysing information.
- Experience and/or ability to interpret and manipulate Management information.
- Strong statistical skills and the ability to use them to draw insights from data.
- Excellent data awareness, with an interest in new and emerging data sources (e.g. LinkedIn, Glassdoor) which can be utilised for business intelligence.
- Demonstrable HR experience including drafting numerous of types of communications to internal and external customers i.e. offer letters, sickness letters, leaver letters and emails to all staff, with updates.
- Knowledge of Microsoft packages including Word, Excel and Outlook.
- Experience of working effectively and accurately in an administrative role.

Person specification

- Improving administration processes and systems.
- A flexible approach with the ability to manage and prioritise a high workload with multiple tasks.
- Ability to present solutions and get things done through collaboration with colleagues but also challenge where necessary.
- Experience of carrying out DBS checks.
- Experience of carrying out right to work checks.

Corporate Values

- Able to demonstrate an understanding, and commitment to, equality and diversity, and its practical application.
- To embrace the values and behaviours of the Council.
- To work as part of a team and provide support to colleagues.
- Professional, approachable, engaging and empathetic.