



Job Profile

JOB TITLE:	HR Payroll Apprentice
GRADE:	Apprentice Level 3 (point 3)
POST NO:	25907
JOB TIER:	5 (non-management)
DBS:	N/A
GROUP:	Corporate Resources and Services
SERVICE:	Human Resources

REPORTING STRUCTURE

Reports to:	HR Payroll and Reward Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

This apprenticeship is a placement for a HR Payroll Apprentice for up to 18 months.

The HR Payroll Apprentice role will provide an overview of the transactional HR Payroll service for all employee and payroll related changes, including changes relating to terms and conditions and pay. They are the first point of contact for managers, employees, external organisations and members of the public accessing the Human Resources service. As an active member of the HR Payroll and Reward team the HR Payroll Apprentice will aim to resolve all queries first time but will escalate to senior members of the team when necessary.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- As first point of contact, provide professional guidance and support in matters relating to HR Payroll policies and procedures ensuring best practice is adhered to.
- Promote excellent customer service by effective handling of telephone enquiries, face-to-face discussion or at meetings.
- To administer and prioritise HR payroll processes in a timely way ensuring that deadlines are met, bringing to the attention of the HR Payroll and Reward Team Leader any pay and pension issues.
- Complete standard documentation to a high standard using model letters and forms ensuring contractual documentation has been authorised by the HR Payroll and Reward Team Leader.
- Take responsibility to actively engage by using the case management system taking ownership of assigned cases within the required timescales by either resolving or escalating issues accordingly.
- Assist the team with all administrative work as required.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- Have an understanding of the costing and try to identify any cost effective changes to ways of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contract will be with other officers within the Council.
- Any additional role specific regular contacts

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

B. Person Specification

HR Payroll Apprenticeship

This person specification will be used for recruitment to the HR Payroll Apprenticeship vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
GCSE/Level 2 Maths and English (Grade C or above) or equivalent	✓	
Willingness to study towards relevant professional qualification	✓	
An equivalent or higher qualification in the same profession (HR/Payroll) cannot be held	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Able to work flexibly to meet the needs of the service including varying start and finish times as required	✓	
Interest in developing a career in the field of HR Payroll	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working for Local Government		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Competent user of ICT including word, excel and email with the ability to learn new systems	✓	
Ability to use a case management system		✓
High quality telephone manner and written skills showing ability to communicate information clearly, politely, and effectively	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE

“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	