

## PERSON SPECIFICATION

### Job information as shown on organisation chart

<b>Job Title:</b> Senior Employee Services Advisor  <b>Service:</b> Human Resources	<b>Post No:</b> TBC  <b>Division:</b> Employee Services	<b>Grade:</b> Band B  <b>Location:</b> Plough Lane
All candidates will be considered on their ability to meet the requirements of the person specification	<b>Essential criteria</b>	<b>Method of Assessment*</b>
<b>Experience</b>	<p>Knowledge of statutory payments and deductions including Tax, NI, SMP, SPP</p> <p>Experience of working with confidential and/or sensitive information</p> <p>Experience of payroll/HR service delivery to defined service levels in line with customer requirements</p> <p>Maintaining and developing robust Payroll and HR procedures and processes</p> <p>Experience of advising managers and staff on statutory legislation and national and local term and conditions</p> <p>Experience in pension/payroll administration preferably within Local Government/Teachers' Pensions or NHS.</p> <p>Experience of working with integrated HR/Payroll databases and processing confidential and/or sensitive information</p> <p>Experience of providing effective and efficient HR administration procedures and systems and producing accurate contracts of employment</p> <p>Proven excellent customer service delivery attitude</p>	AF / I

<b>Skills and Abilities</b> <i>Including personal attributes</i>	Ability to work effectively within a team  Excellent customer service skills  Excellent IT skills, particularly Excel and Word  Proven ability to work in an organised manner to tight deadlines  Ability to work on own initiative and to prioritise own workload  Good verbal and written communication skills  Excellent analytical and numeracy skills  Have a methodical and accurate approach  Good interpersonal skills  Ability to use initiative to continually improve working practices		AF / I
<b>Qualifications and Training</b> <i>including professional qualifications</i>	5 GCSE's including Maths and English (grade C or above) or equivalent experience.  2 'A' level passes or equivalent experience  Certified Payroll Professional designation, i.e. CIPP Payroll Technician certificate or equivalent experience		AF  AF
<b>Other Factors</b> <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	A commitment to giving high quality advice, information and support service to customers.  A willingness to work flexibly with other team members to meet work priorities.		
<b>Manager Signature:</b>			<b>Date:</b>
<b>Manager Name:</b>		<b>Job Title:</b>	

\*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed: April 2019