

Trafford Council & Greater Manchester Police

HR Shared Service Centre Job Description

Job Title	HRSS Operator
Department	Greater Manchester Shared Services
Section	HR Shared Service Centre
Grade	Trafford Council Band 3 / Greater Manchester Police Grade C
Directly responsible to	HRSS Team Leader
Directly responsible for	n/a

Main Purpose of the role

1. To support the development of a 'leading edge' Shared Service Centre for Partnership members, ensuring a high performing and customer focused transactional HR, Payroll and Pension service that is continuously improving and seen as best-in-class public sector model.
2. To accurately processes requests relating to the employment lifecycle and payroll; verifying for completeness, accuracy, and compliance with established policy and procedural requirements.
3. To provide general information and assistance on pay and employee procedures and documentation, general terms and conditions.
4. To be responsible for the maintenance of highly accurate records, documentation and databases, ensuring information management and security protocols are followed.

Main Duties and responsibilities.

5. To be up-to-date in respect of processes, relevant statutory obligations, regulations, policy and legislation, as directed.
6. To maintain accurate working knowledge of the terms and conditions of service applicable to employees and with the legislation requirements of PAYE, National Insurance contributions, Pension Schemes and other legislation.
7. To support the introduction of improved ways of working through better use of technology and efficient procedures that deliver breakthrough performance and quality of service.

8. Develop and maintain productive working relationships with customer groups, colleagues and business areas; ensuring that service expectations are met.
9. To take responsibility for the planning and delivery of day-to-day service activities to ensure deadlines and performance targets are on course to be met.
10. To undertake available development opportunities, show a commitment to continuous development and performance improvement to add value to the service.
11. To contribute to the delivery of a culture of high-quality, right-first-time excellence across the service to ensure accurate, compliant and timely delivery that exceeds expectations and inspires customer confidence.
12. To create opportunities for skills and knowledge sharing with colleagues and customers to ensure service professionalism and compliance with policies and procedures.
13. Demonstrate the ability to intelligently resolve problems and queries by applying correct procedures and referring to specialist staff as appropriate.
14. To lead, through personal example, open commitment and clear action, ensuring a positive approach to valuing diversity, resulting in equality of opportunity, access and treatment in service delivery, employment and external communications.
15. The post holder will be required, on occasion, to cover for equivalent roles or provide support for teams in the service in response to operational demand.
16. Any other duties commensurate with the post.

General requirements

Health and Safety

To operate safely within the workplace with regard to Trafford Council and GMP's health and safety policies, both in the delivery of services and the treatment of others.

Equalities & Diversity

To comply with and promote Trafford Council and GMP's Equalities and Diversity Policies, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Supervisors / Managers only - have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required policies, procedures and information / records management standards in the course of their duties and that appropriate processes are in place to monitor compliance.

Policy

To work at all times within the established policies and practices of Trafford Council and Greater Manchester Police.

Confidentiality

To adhere to Trafford Council and GMP's policies and procedures in respect of confidentiality and the management and sharing of information.

Notes:

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

All staff must adhere to and comply with the requirements of organisational policies for Greater Manchester Police and Trafford Council. The most up to date version of policies and legislation can be found on the relevant organisation's Intranet/SharePoint. Further support and guidance can be sought from Human Resources or the Greater Manchester Police Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the Intranet.

Person Specification

Job Title: HRSS Operator

Grade: Trafford Council Band 3 / Greater Manchester Police Grade C

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
GCSEs A-C inc Maths and/or English; formal education and/or training supported by certification.	C,A
2. Experience	
Experience of working in a customer-facing environment	A,I
Experience of administering high volumes of transactional activity	A,I
Ability to work under pressure and to achieve tight deadlines	A,I
A record of success in promoting diversity and assisting to create equality in service delivery and employment. Successfully sharing own knowledge and skills to support the continuous development of colleagues.	A,I
3. Knowledge	
An awareness of relevant legislation requirements	A,I
A good knowledge of modern computer systems preferably within a HR environment	A,I
4. Skills & Abilities	
Ability to maintain beneficial working relationships with colleagues, clients and stakeholders with the ability to communicate at all levels.	A,I
Excellent oral and written skills	A,I
Ability to problem solve with minimal supervision and	A,I

independently make clear and cohesive decisions.	
Ability to maintain accuracy and attention to detail whilst handling large volumes of work	A,I
Experience of operating in a customer-focussed role, closely monitoring quality, risk, errors and customer satisfaction	A,I
Willingness to work flexibly across the service, quickly acquiring new skills and knowledge when necessary	A,I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,

P = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised:

Prepared/revised by:

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