

Your job

Job Title: HR & OD Assistant Employment Services

Service: HR & OD

Grade: G4

Reporting to: Assistant Business Partner Payroll or Pensions

You will support in delivering the Council's Progress with Unity vision and strategic priorities, working closely with relevant HR & OD teams to ensure high-quality, modern and customer-focused Employment Services.

You will support the development of the service through digital modernisation by process optimisation, strengthening automation, enhancing self-service and ensuring systems and workflows meet organisational needs.

You will build working relationships across HR & OD and with internal and external customers, and traded clients, enabling effective joint delivery and ensuring Employment Services are responsive, customer-focused and continually improving.

You will work across all teams within Employment Services as required, to gain knowledge and understanding of the wider teams work to enable team integration.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Working Arrangements

The contractual hours for this post will be worked flexibly to meet the needs of the role and the service. Work will be carried out across Council buildings and/or community venues across the borough.

It is our priority to ensure that the role is fulfilled effectively and while there is flexibility to work from home when service delivery allows, the expectation is that staff will attend the workplace for a **minimum of two days per week**. However, depending on service requirements, you may be required to work **your full contractual hours on site** at Council buildings and/or Community Venues.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will:

- Assist on key projects to transform Employment Services, strengthening integration across HR & OD, strengthening automation, improving self-service and aligning systems and workflows to organisational needs.
- Identify and suggest improvements to administrative processes and customer experience, supporting continuous improvement.
- Where needed be a DBS Counter signatory and advise on DBS processes.
- Provide accurate and timely payroll and/or pension administrative and coordination support across agreed services and activity areas, following established processes and service standards.
- Act as a first point of contact for enquiries, responding professionally, triaging requests and escalating issues beyond the scope of the role when necessary.
- Coordinate meetings, events, training and related activity, including bookings, communications and accurate record-keeping.
- Update and maintain systems, shared mailboxes, portals and documentation to ensure information is current, accurate and accessible.

- Support the collation and preparation of data, reports and management information, ensuring accuracy.
- Process financial and administrative tasks, including invoices, recharges and monitoring expenditure, in line with procedures and timescales.
- Manage own workload effectively, prioritising tasks and meeting deadlines in a busy, changing environment.
- Work collaboratively with colleagues to support team objectives and provide flexible cover when required.
- Provide an accurate and timely recruit to pay process and/or pension process.
- Provide advice and support on payroll and/or pension legislation and queries.
- Assist with relevant statutory and non-statutory returns ensuring all are processed accurately and on time.
- Assist with the development and delivery of services to the council, schools, academies and partners ensuring they reflect current and emerging digital technologies.
- Support to maintain comprehensive documentation of processes, procedures and training materials within Employment Services.
- Provide training, including briefings, presentations, informal group and one to one sessions.
- Review payroll, pensions and HR Transactional services to identify areas for redesign and development in line with the Digital Transformation agenda.
- Assist with actioning changes linked to legislative changes that impact on payroll/pension/Systems /statutory functions.
- Role model Team Wigan behaviours and Progress with Unity principles in all aspects of work.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSEs grade 4/C or above, including maths and English (or equivalent qualifications) or equivalent experience/ knowledge relevant to the role, and be willing to study for relevant payroll/pensions qualifications (as appropriate)
- A proactive and positive attitude, with good analytical skills the ability to identify solutions and continually improve relationships and processes and systems.
- Experience of working in a fast-paced environment where priorities change rapidly and complex issues need timely resolution.
- Ability to manage and deliver key projects on time.

- The ability to build positive working relationships both internally and externally.
- An accurate and methodical approach when working to deadlines.
- Evidence of working across teams and supporting colleagues to provide seamless, excellent customer service.
- Excellent communication and team building skills.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”