



Your job

Job Title: HR Support Assistant

Service: HR & OD, (HR Employment Services)

Grade: G4

Reporting to: Assistant Business Partner

The HR Employment Services team in HR & OD provides Payroll, Pension and HR transactional services to employees and managers in the council, schools and academies and to the external organisations we work in partnership with.

We provide a person-centred approach putting people at the heart of our service.

We offer a full recruit to pay service, a pension administration service and a payroll processing service including all technical aspects of producing a payroll. All processes are compliant with current employment and financial legislation.

The team is focussed on providing timely and accurate Payroll, Pensions and HR Transactional Services to the business and developing innovative services to support the council/schools/academies and partners.

The focus of this role is to carry out all aspects of HR transactional, recruitment and payroll related work and to be able work well as part of a team and to meet strict deadlines.

The post holder will be expected to work across all areas of the team, depending on current project requirements.

The team works closely with the HR Systems team who support the ICT systems used in the service including the integrated HR and Payroll system (iTrent).

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.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Display a proactive and positive attitude and take ownership of all HR/Payroll related matters, ensuring a full investigation of any issues before the need to forward/escalate to another member of the team;
- Be accountable for own workload and support across the wider team with the ability to recognise when other team members are under pressure;
- Competent in recognising problems and having the ability to find a possible solution;
- Assist in the development and delivery of services to the council, schools, academies and partners in line with the latest service level agreements;
- Contribute to the development of efficient and effective working practices embracing new technology and new streamlined ways of working;
- Have an awareness and understanding of how the work that you do affects others and other processes within the HR & OD Team;
- Provide an accurate and timely recruit to pay process including processing contractual changes within an integrated HR and payroll system;
- Take ownership of managing a variety of different mailboxes ensuring mailboxes are cleared on a daily basis and ensuring good communication at all times with other work colleagues;

- Take responsibility for the preparation of documents for uploading to the electronic document filing system along with scanning and indexing in a timely manner as necessary;
- Produce accurate and timely employment contracts and documents that reflect current legislation;
- Administer the council's e-recruitment system in relation to gathering all pre-employment documentation and to support managers/headteachers/business managers to use the self-service system;
- Advise managers on safe recruitment practices and pre-employment checks, including appropriate use of DBS checks. Administer the on line system and assist managers and applicants to use it;
- Ensure post is distributed on a daily basis;
- Embrace smart working principals;
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Have experience of using an integrated HR and Payroll system, Financial system (Agresso), On-line Recruitment System and a Document Management System (Share);
- Provide accuracy and attention to detail along with a methodical approach;
- Have experience of working in an environment with recurring and strict deadlines and the ability to manage and meet these deadlines;
- Be responsible for own development and take ownership of your own integration across the whole of HR & OD, to enhance your overall knowledge of the whole of the service;
- Have excellent customer service skills, able to be calm and professional with customers who may be upset or demanding, and to respond to queries appropriately and within suitable timescales;
- Have experience of working across teams and supporting colleagues in related teams to provide seamless customer service;

- Ability to analyse problems and generate innovative and appropriate solutions;
- Have experience of working in a busy office environment and managing and prioritising conflicting demands;
- Be willing to offer solutions to issues and continually seek to improve relationships and systems;
- Have an understanding of a variety of different employment terms and conditions. Experience and understanding of working with personal, sensitive and confidential information, including the requirements of the General Data Protection Regulations (GDPR).

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. ”