



Post title	Senior HR Consultant – Pay, Benefits & Pension
Division / Section	Human Resources
Department	Corporate Services
Responsible To	Lead HR Consultant - Pay, Benefits & Pension
Number of post holders	2
Acting up/ Secondment	No

Purpose of Job

As an integral part of the HR team the post holder will lead a specialist team of either Payroll/Benefits or Pensions specialists to ensure delivery of the payroll/benefit and pension services and operations to employees, managers and external customers. Additionally, the post holder will support the ongoing development of services and provision to colleagues to drive continuous improvement. The post holder will deliver regulatory compliance with statutory bodies through robust controls and measures, whilst also fulfilling high levels of accuracy and customer satisfaction. In addition, they will support wider HR projects and initiatives that support the Councils strategic objectives.

'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

- Leads a team of either Payroll/Benefits or Pensions specialists to develop and deliver an excellent level of service, within agreed SLAs, for Council employees and external customers and organisations e.g. HMRC/Lothian Pension Fund/SPPA.
- Provides in depth training and coaching to support ongoing team development creating a working together environment and ensuring consistent level of knowledge and skills are maintained across the department.
- Provides expert knowledge and experience in respect of continuous improvements of all aspects of HR payroll/benefits and pension systems.
- Contributes to the development of and leads the administration of robust payroll/benefits and pension processes and procedures, including communications and supporting employee guidance.
- Manages the day-to-day relationship with benefits suppliers and when required supports the Lead Consultant, Employee Lifecycle with the procurement,

implementation and administration of employee benefit schemes and offering (as appropriate for relevant role).

Manages the day-to-day relationship with Lothian Pension Fund and SPPA ensuring the ongoing development of service measures and ensure regulatory, audit and legislative compliance (as appropriate for relevant role).• Supports research and benchmarking to develop proposals, recommendations, scoping documents and specifications in respect of our employee benefits, provision and services.

- Contributes to the ongoing development of our benefits platform and service measures to assess strengths and weaknesses and ensure regulatory, audit and legislative compliance.
- Provides professional insight to other HR teams and projects in respect of payroll implications e.g. benefit and pension schemes, employee terms and conditions.
- Uses professional and managerial experience and expert knowledge to inform the development of innovative solutions and key initiatives in relation to payroll provision, systems and services.
- Role models excellence in customer services within own teams and across wider HR services.
- Develops and co-ordinates processes that support the accurate and timely delivery of services, reporting and administration to meet compliance with statutory responsibilities, legislation, and Council policies taking account of local and national agreements.
- Contributes to the ongoing development of payroll measures to assess strengths weaknesses and ensure regulatory, audit and legislative compliance.
- Make recommendations to enhance and improve the service.
- Develop and implement effective arrangements to manage key risks and audit findings within the HR service.
- This list is indicative of activity, not exhaustive, and describes a range of typical activities undertaken by the post holder.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- In depth knowledge of Payroll, Benefits or Pension legislation (as appropriate for relevant role).
- In depth knowledge of HMRC, Pension and Benefits regulatory compliance and preferably holding a CIPP payroll 'Foundation Degree Access Certificate' or equivalent; CIPP 'Certificate in Pension Administration' or equivalent; relevant experience within a complex organisation for the Benefits role.

- Demonstrate experience of leading and delivering continuous improvement across relevant services.
- Demonstrate critical and analytical thinking to help resolve issues or make improvements.
- Proven ability to build and develop productive working relationships and communicate effectively at all levels within an organisation.
- Proven ability to influence and negotiate to achieve desired outcomes.
- Proven ability to interpret, analyse, compare, and contrast data and information to help drive continuous improvement.
- Has an attention to detail with the ability to identify process improvement opportunities and to make knowledge-based decisions leading to actions and desired results.
- Bring complexity to life making it easy and simple to understand.
- Demonstrate a curiosity to grow knowledge and personal insight to help with continuous personal and professional development.
- Demonstrate effective communication skills and understanding of the target audience.
- Demonstrate sound judgement in decision making within agreed governance controls.
- Proficient in Microsoft office

ENVIRONMENT

- Expected to manage own time and that of the team, to meet deadlines and deliver outcomes to agreed quality standards.
- Physical demands and conditions will be predominantly within the range of normal office-based activities.
- All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety, code of conduct

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder will be responsible for the leadership and management of up to 13 Payroll/Benefits or Pensions specialists (GR5) ensuring clear goals, the provision of development and support, taking account of succession planning, talent development and business continuity.

RESOURCES

- The post will not normally be responsible for non-staffing budgets. The post will have shared responsibility for the security and maintenance of council wide information systems.

Health and Safety

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems, and procedures;
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Lines managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.