

Post title	HR Adviser (Compensation & Benefits)
Division / Section	Human Resources
Department	Resources Directorate
Responsible To	HR Senior Adviser (Compensation & Benefits)
Number of post holders	11
Acting up/ Secondment	No

Purpose of Job

To provide a high quality, consistent HR payroll/pension service dealing with a range of complex transactions from across the Council services and external customers. Ensure that HR payroll/pension transactions and enquiries are dealt with compliantly, effectively and within deadline whilst delivering an excellent level of HR customer satisfaction

'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES

- Process HR Payroll/Pension transactions for internal and external customers, ensuring complex transactions are dealt with in line with Council policy, terms and conditions and appropriate regulations
- Engage directly with customers via a range of channels giving appropriate coaching, advice and guidance.
- Ensure transactions are completed efficiently within agreed timescales
- Develop strong customer relationships both internally and externally to support the HR service objectives and improve the customer experience/journey
- Use appropriate systems to process transactions for payments and pension data
- Provide a consistent customer service approach for the HR Payroll/Pension function and wider HR functions
- Assist with key initiatives within the HR Service where required
- Assist with the accurate and timely delivery of regulatory payments and pension returns which meet compliance timescales
- Assist with payroll/pension success measures to ensure regulatory, audit and legislative compliance.
- Promote effective team working supporting new initiatives with Team Leaders and Payroll/Pension Specialist ensuring transactions are planned and delivered consistently within timescales.
- Assist with the outcome of audit findings within the HR service and ensure appropriate control measures are in place
- This list is indicative, not exhaustive, and describes a range of typical activities undertaken.

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

- Detailed knowledge and experience of Payroll and Pensions legislation and HMRC/Pension regulatory compliance.
- Make decisions in relation to non-compliant application of terms and conditions, policy or regulations
- Ability to build strong customer relationship both internally and externally
- Ability to identify process improvement opportunities and to promote improvements

- Ability to contribute effectively to key projects where required
- Excellent communication and customer engagement skills
- Should be qualified to SCQF 6/ CIDP 3 / hold a Payroll or Pension CIPP Certificate or equivalent professional experience

ENVIRONMENT

Manage own time 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.

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

None

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

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

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.

Additional information can be found in the [Council Health and Safety Policy](#)