

## **Job Description**

<b>Job Title:</b> Recruitment & Pay Advisor	<b>Service Area:</b> Schools HR & Payroll
<b>Pay Grade:</b> Scale 6	<b>Job Number:</b>
<b>Date last updated:</b> April 2022	<b>Date of last evaluation:</b> March 2021

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focused on continuous improvement and development, work flexibly, and be customer focused.

## **Job Context**

To provide excellent customer service in working across both payroll and recruitment areas:

Providing a HR service to schools, processing teaching and support staff appointments, promotions, secondments, and other HR functions as required.

To assist with Payroll queries and support a range of payroll services to key customers, working in partnership with third party providers to ensure the accuracy and quality of HRSS outcomes.

1. The post holder reports to the Senior Recruitment Advisor but also required to refer to the Senior Payroll Advisor
2. The post holder has no line management responsibility;

## **Key Measures**

- Meeting KPIs,
- Accuracy Level,
- Customer Feedback

## **Key Accountabilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1) **Advisory & Administration (Payroll related)**

- Provide timely and accurate information and guidance to managers as and when required.
- Escalate queries and requests as appropriate, providing an informed and timely handover to the subject matter expert or responsible person.
- The post holder will support the Senior Payroll Advisor and HR Services Manager with a range of payroll activities which will touch the following subject areas:-
  - Teacher pension administration
  - Long service increment
  - protracted sick pay
  - 5,7,10 annual weeks increases
  - Teachers performance reviews
  - Salary assessment letters
  - Pay awards
  - Out of cycle increments
  - DSS mortgage enquiry forms
  - Direct debit reports
  - Cycle to work scheme
  - Child care vouchers
  - Third Party Payments (e.g. Council tax and rent)

2) **Advisory & Administration (Recruitment related)**

Ensure strict adherence to work plans and procedures in line with the agreed Service Level Agreement with schools in respect of new starter administration of all staff, and in accordance SLA's

Oversee general recruitment and new joiner administration of school staff adhering to strict deadlines and other associated duties as follows:

- Advertisements/job descriptions
- Contracts and Variations to Employment documentation
- References
- Evaluate job descriptions

- DBS applications
- Season Ticket Loans
- Leavers
- Annual Leave

3) **Reporting**

- Provide data in response to management queries on non-routine HR/People data or matters.

4) **Data Storage/Filing**

- Ensuring effective storage and access to employee data in consistent form and in accordance with GDPR requirements. Assist with the maintenance of the teachers and support filing systems where required.

5) **Enquiries**

- Responding to routine enquiries where (not dealt with by the Payroll Bureau) in a professional and confident way via telephone or in writing.
- Provide advice to schools and line managers (where appropriate) on personnel issues, including conditions of service, leave of absence and adverts.

6) **Liaising with others**

- Liaising with schools, LBN departments and outside bodies as required, such as the DWP and Teachers Pensions, Schools, DfE, Colleges/Universities and recruitment agencies

7) **Project Management**

- Support and deliver HR/Payroll projects across the Service, bringing about change and service improvements in agreed timescales.

8) **General**

- To identify opportunities for continuous professional development in work area, based on recurring trends, continuous improvement, changes in Employment Legislation. To undertake such development and to assist with the training of others.
- Provide administrative support and cover of phone calls for the HR Service Team and provide advice on first level enquiries.

**Working Conditions/Circumstances**

- All staff are expected to act as ambassadors for the Schools HR & Payroll services. All staff are required to develop a good understanding of all services offered and proactively promote these

to existing and potential customers as appropriate.

- Flexi time is available upon agreement with the postholder's line manager and conducive to the business operation.
- All staff are expected to demonstrate a flexible approach in the delivery of work within HRSS. They are required to be proactive members of the team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

## **Person Specification**

### **SAFEGUARDING**

We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **Key criteria**

<b>Criteria</b> <i>E = Essential, D = Desirable</i>	
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Excellent customer service skills and experience</li> <li>• Excellent organisation and time management skills</li> <li>• Ability to work to multiple deadlines</li> <li>• Proficient IT skills</li> <li>• Good numeracy and literacy skills</li> <li>• Excellent communication skills with the ability to build effective relationships</li> <li>• Ability to draft routine correspondence</li> <li>• Ability to use judgement to determine when to deal with a query to conclusion or when to escalate</li> <li>• Ability and willingness to work as part of a team</li> <li>• Ability to accurately process HR/Employee data</li> <li>• Ability to understand how conditions of service apply to a group of workers, and to use the various appropriate schemes</li> <li>• Ability to provide clear advice on sickness management issues</li> <li>• Detailed understanding of HR policies and procedures</li> </ul>	E E E E E E D E E E E E E E D
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of computerised HR/Payroll systems</li> <li>• Experience of working in a team environment</li> <li>• Demonstrable experience of providing HR services across the employee lifecycle</li> </ul>	E E D
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Minimum of C Grade in English &amp; Maths at GCSE (or equivalent) or relevant experience</li> </ul>	E

<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Knowledge of teachers and school support terms and conditions, pay and pre-employment processes</li> <li>• Knowledge of Teachers, APT&amp;C, JNC and Soulbury pay and conditions</li> <li>• Knowledge of teachers and school support staff recruitment procedures/policies.</li> <li>• Knowledge of sickness absence management procedures</li> </ul>	E  D D D
<b>Personal Attributes and Other Requirement</b> <ul style="list-style-type: none"> <li>• Able to deal with sensitive HR matters with tact and discretion</li> <li>• Be relied upon as subject matter expert in own field</li> <li>• Will be required to work during school holidays</li> <li>• Be an ambassador for NPW both internally and externally</li> <li>• Be an engaged and positive team member</li> <li>• Strive for excellence in own work and that of HRSS</li> <li>• Creative thinking and open to new ways of working</li> </ul>	E E E E E E D

## Core Competencies

The framework has various levels within each competency to make it relevant for all grades of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
<b>Customer Care and Service Delivery</b>  Understanding the needs of the customer and prioritising to ensure customer satisfaction.	1	<ul style="list-style-type: none"> <li>• Understands what good customer service is and provides an excellent service to all customers</li> <li>• Meets immediate needs of customers and colleagues promptly</li> <li>• Recognises customer dissatisfaction and responds positively to address and prevent it</li> <li>• Takes personal responsibility for own work and considers the customer when</li> </ul>
<b>Collaborative Working</b>  Working with and understanding the roles of internal staff / service and external agencies.	1	<ul style="list-style-type: none"> <li>• Offers to help when resources or deadlines are tight</li> <li>• Shares information with colleagues to achieve consistency</li> <li>• Works collaboratively with people from other teams / services to provide the best service for the customer</li> <li>• Works sensitively with others, taking their needs into consideration</li> <li>• Responds positively to requests for help</li> </ul>
<b>Seeking Excellence</b>  Identifying potential for improvement in our own service area and NPW as an organisation.	1	<ul style="list-style-type: none"> <li>• Recognises the need to develop and asks for feedback to improve</li> <li>• Tries out or suggests improvement to own work processes</li> </ul>

		<ul style="list-style-type: none"> <li>• Works to new timetables or priorities without complaint</li> <li>• Willingly adjusts to new tasks and methods</li> <li>• Has an awareness of the financial implications of own role and team</li> </ul>
<b>Communication and Relationships</b>  Ability to work effectively with other people via different methods, both inside and outside of NPW, building and promoting effective working relationships.	1	<ul style="list-style-type: none"> <li>• Is clear and concise, using language relevant to the customer / colleague</li> <li>• Presents information and ideas in an easy to understand format</li> <li>• Actively listens and asks questions when unsure</li> <li>• Raises difficult issues with colleagues to improve relationships or sort out misunderstandings</li> <li>• Checks to make sure that there is a shared understanding</li> </ul>
<b>Achieving Results</b>  How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	1	<ul style="list-style-type: none"> <li>• Keeps relevant people informed of progress and issues on key tasks</li> <li>• Follows procedures which are designed to meet agreed standards</li> <li>• Works effectively and makes decisions appropriate to their role</li> <li>• Regularly reviews progress and standards against objectives</li> <li>• Doesn't get distracted by people and activities around them</li> </ul>

### Specific Competencies

Competency	Level	Description
<b>Forward Planning</b>  Having a clear plan for achieving objectives and monitoring progress	1	<ul style="list-style-type: none"> <li>• Plans own workloads to meet agreed deadlines, objectives and priorities</li> <li>• Keeps track of tasks without being reminded</li> <li>• Checks own work for quality and accuracy against agreed standards</li> <li>• Alerts others if potential problems appear</li> <li>• Plans and prioritises workload appropriately</li> <li>• Makes effective use of time</li> </ul>
<b>Business Awareness</b>  Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	<ul style="list-style-type: none"> <li>• Shows understanding of the purpose of own job within the organisation</li> <li>• Is aware of the services provided throughout all departments within the organisation</li> <li>• Understanding the strategic themes and their importance to the business</li> <li>• Shows understanding of the knock-on effects of mistakes and poor communication</li> </ul>