

## JOB DESCRIPTION

**POST TITLE:** Senior HR Advisor (Transactional Services)

**GRADE:** 9

**DIVISION :** HR/OD

**DEPARTMENT:** Chief Executive

**REPORTS TO:** HR Transaction Team Leader

### PURPOSE OF THE JOB

- To deputise for the HR Transaction Team Leader in the delivery of a high quality operational HR advisory service to managers and staff on all workforce related matters. To drive continuous improvement of HR processes, self-service and digitisation of HR processing.
- Supervise a team of 3 HR Advisors and 3 Assistants to respond to HR enquiries raised by staff, managers using the 'first point of contact service' by MS Teams or e-mail.

### PRINCIPAL ACCOUNTABILITIES

#### Responsibilities

1. Responsible for the on-going maintenance of HR data records (on all HR systems), ensuring all HR records held are accurate, up to date and meet organisational objectives for workforce and HR record keeping.
2. To be a key contact with payroll and pensions colleagues on monthly payroll processing and operational improvements, supporting and upskilling the team in all processes and systems to ensure all deadlines are met to audit standards.
3. Ensure the team provides advice and support to managers on transactional enquiries, signposting managers to HR procedures and guides, providing system coaching where necessary.
4. Build and maintain effective working relationships with managers and other stakeholders to plan the delivery of schedule programmes and projects. Ensuring a seamless service is provided.

5. Oversee a continuing programme of process improvement projects for customer service and transactions, making best use of technology to modernise and streamline processes to ensure the best customer experience.
6. Assist the transaction team manager in providing an excellent HR Customer Services, transaction management and HR compliance, including delivery of the continuous improvement of HR processes, self-service and systemisation of manual HR processing.
7. Ensure the management of programmes that embed efficient end-to-end HR standard operating procedures (SOPs), templates and knowledge management systems, working across HR and other support services. Building consistency and compliance to ensure that robust and resilient systems are in place to manage and mitigate risks and ensure business continuity across the service.
8. Conduct regular quality assurance to ensure the team are complying with standard operating procedures and all relevant information is maintained within the appropriate systems.
9. Work effectively with the other HR colleagues to ensure that projects and casework are effectively assigned and delivered by HR Transactions team and that more complex matters are handed off to the HRBP team in a timely manner.
10. Undertake analysis of information/data as directed producing statistics or other outputs as requested to ensure Transaction team is meeting **KPI's**
11. Contribute in the further development of the provision of HR services to Council, including participation and attendance at project groups, workshops, seminars as required.
12. Actively promote the Council's equality objectives in terms of personal practice within the context of all HR advice and guidance
13. Responsible for management of complaints relating to customer enquiries and timeliness and accuracy of HR-led payroll.

## JOB CONTEXT

### Grade/Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	<b>Essential (E)</b>	<b>How assessed (S/ I/ T)</b>
<b>Knowledge, including educational qualifications:</b>		
Processes and systems and modern technology	E	S
Evidence of continued professional development	E	I
IT literate – experience of using a variety of IT packages, provide data and managing system changes	E	S
<b>Experience:</b>		
Practical experience in working in an HR, payroll customer service team	E	S
Providing excellent customer service	E	I
Improving processes and systems using modern technology	E	S
Identifying training needs and developing solutions to ensure high quality outcomes	E	I
<b>Aptitudes, Skills &amp; Competencies:</b>		
Ability to supervising a team, ensuring quality and timeliness of delivery	E	I
Maintain an up to date knowledge of HR systems,trends and employment legislation	E	S
Customer focused and driven by the achievement of high standards and achievements through service/business delivery	E	S/I
Support the delivery of a team to meet current and future business needs and the Council's strategic objectives	E	I
Ability to influence and persuade managers in a variety of situations	E	I
Contributing to the further development of the HR service provision and participation and attendance in project groups, workshops and seminars	E	I
Effective written and oral communication skills appropriate to the situation, including and presentation skills	E	I
Ability to create and build effective relationships with a range of managers, stakeholders and professional staff	E	I
Understand, assimilate and interpret complex information	E	I
Ability to work on own initiative as well as plan, prioritise and meet deadlines	E	I
<b>Special Conditions of Recruitment:</b>		
Comply with and promote the Council's Equal opportunities policy		

**Key:** S Shortlisting criteria E Essential I Evaluated at interview  
T Subject to test