



Job profile

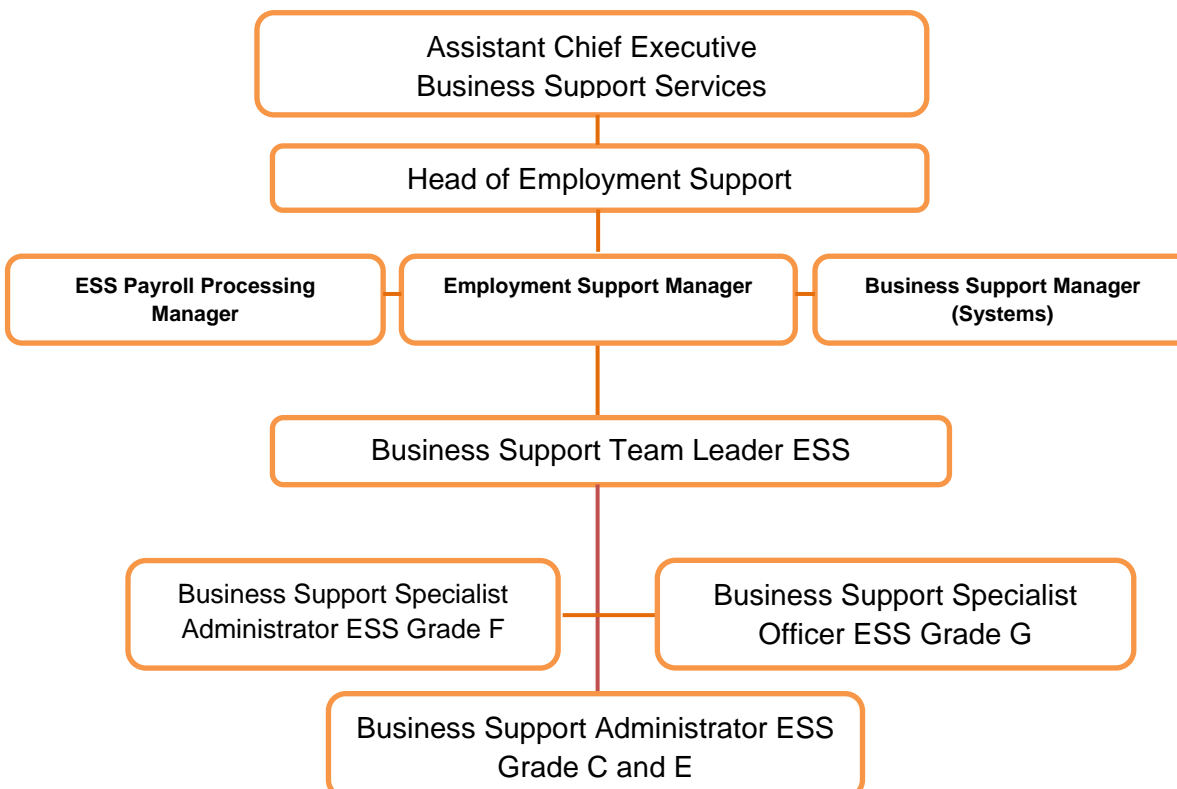
Service and job specific context statement

Directorate:	Central Services
Service:	Employment Support Services
Post title:	Business Support Administrator (ESS)
Grade:	C and E Career Grade
Responsible to:	Business Support Team Leader (ESS)
Staff managed:	None
Date of issue:	April 2019
Job family:	C&A - Customer & Administration

Job context

- The post-holder will work within Employment Support Services (ESS) which is one of the teams in the Business Support Service, and will be based in in one of the specialist service teams which cover processes relating to payroll, recruitment, pensions and systems and collectively provide services across NYCC. Post-holders will be line managed by a Team Leader in ESS.
- The core focus is to provide specialist financial and administrative support to operational and front line services, this also includes external customers and partner organisations.
- This role involves spoken communications so a confident use of English language is required.

Structure





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Career progression – Employment Support Services

Movement between the levels will be determined by:-

- Availability of work at that level
- Satisfactory performance of tasks set and targets achieved through the annual appraisal process and as monitored through formal monthly one-to-one supervision meetings.

It is a key requirement that employees have demonstrated their ability to meet the requirements below on a limited basis only.

Administrators progressing to Grade E will have demonstrated the ability to:

- Plan and organise their work effectively within agreed parameters
- Perform to a consistently high standard at Grade C
- Manage own daily work load within pre-agreed timescales and monitor workloads and targets for specified persons, seeking guidance on difficult problems
- Exercise initiative and discretion in day to day problem solving
- Work with minimal supervision
- Training/mentoring of new starters and other team members
- Lead by example taking responsibility for emerging issues as appropriate and as agreed with the Team Leader

Specifically demonstrating the ability within the relevant ESS team as follows:

From Grade C to Grade E – Payroll processor

- Be fully competent in all standard payroll input processes
- Contribute proactively to specific projects helping to ensure that projects are tracked and completed within pre-determined timescales
- Undertaking multifaceted calculations in line with statutory allowances – sickness, maternity, tax, NI
- Undertaking complex calculations under guidance, in relation to settlement payments/redundancies
- To create, under guidance, breakdowns of complex calculations and prepare paperwork to recover any overpayments via Credit control (PAY12s)
- Knowledge in assisting customers with electronic systems such as MyView/schools portal to enable self service
- Process Net Pay Advances
- Checking and rectifying issues raised from complex output reports

From Grade C to Grade E – Recruitment Team

- Be fully competent in all standard Recruitment input processes
- Perform to a consistently high standard at the grade C level
- Contribute proactively to specific projects helping to ensure that projects are tracked and completed within pre-determined timescales
- Knowledge in assisting customers with electronic systems such as MyView/Recruitment System to enable self service
- Process Net Pay Advances
- Lead on Senior appointments to ensure consistency
- Project responsibility on revising and updating guidance in relations to the recruitment process.



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From Grade C to Grade E – DBS Team

- Be fully competent in all standard DBS input processes, rules and regulations
- Contribute proactively to specific projects helping to ensure that projects are tracked and completed within pre-determined timescales
- Project responsibility to provide information to companies, who want to register with our Umbrella company.
- To undertake a range of financial management processes for the DBS team, including processing invoices, resolving issues, budget monitoring and reconciling accounts.
- Knowledge in assisting customers with electronic systems such as WCN to enable self service
- Subject matter expertise in DBS transactional processes

From Grade C to Grade E – Systems Team

- Produce adhoc reports where the data is not readily available and requires the administrator to write a report from scratch using the reporting software, taking into account GDPR and DP policies and practices.
- Contribute proactively to specific projects helping to ensure that projects are tracked and completed within pre-determined timescales
- To be able to complete system configuration tasks in order to create new areas of the system for operational purposes, for example, pay elements, structure units, pay grade and structures.
- Assist the team leader on annual processes that are the responsibility of the systems team.
- Take responsibility for system testing for upgrades and patches.
- Have the required knowledge of the payroll system to be able to provide advice on what data is available to produce reports and recommend a suitable format.
- Lead on dealing with system issues, with guidance as necessary, and being a main point of contact for colleagues in the CST.

From Grade C to Grade E – Pensions Teams

- Be able to action challenging work calculations relating to estimate forms, redundancy, ill health retirement under guidance
- Be able to deal with challenging queries relating to LGPS Oat, AVC's and death in service.



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Job Description

Job purpose	The core focus of this post is to provide administrative and financial payroll administration support to services across the Council and external customers.
Operational management	<ul style="list-style-type: none"> • Work to defined standard business and payroll processes and to perform administrative tasks including inputting payroll requests and calculations, taking and making telephone calls with customers, checking and confirming accuracy of information, all the time with due regard to confidentiality. • To act as the first point of contact for specific function(s) of an operational service • To provide advice and guidance to customers (including members of the public), business partners and others on business processes and operational service issues and to resolve issues with support and guidance. • To create, manage, process and manipulate data and information whether relating to finance, staffing information, customers or any other service requirements or eligibility criteria. • To undertake basic financial management processes including raising invoices, processing orders, assisting in closedown of year end account. • Maintain accuracy and confidentiality for considerable data <p>At Grade E, in addition to the above:</p> <ul style="list-style-type: none"> • Inputting complex payroll requests and calculations • Provide specialist advice and guidance to customers and resolve issues relating to the team area of specialism. • Perform complex data input whether relating to finance, staffing information, service usage or system usage • Resolving complex payroll and administrative queries • To effectively deal with high level problem solving in relation to payroll, DBS, recruitment, systems and pensions.
Resource management	<ul style="list-style-type: none"> • Responsible for the maintenance, control and security of considerable data in line with General Data Protection Regulations <p>At Grade E, in addition to the above:</p> <ul style="list-style-type: none"> • Occasional responsibility for task allocation, checking and training/mentoring of staff



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Person Specification

Essential upon appointment

Knowledge

- Knowledge of using computer packages for communications and data input.
- Good literacy and numeracy skills to Level 2 or equivalent
Evidence of ongoing commitment to CPD
- Knowledge of relevant NYCC policies and procedures
- Knowledge of data protection/information security
- Customer focused approach to all duties

At higher level:

- Knowledge of business processes relevant to the position
- Ensuring a continually improving high quality customer experience

Experience

- Experience of data input and data management ensuring accuracy and confidentiality
- Experience with using finance systems and common business support packages including work processing and spreadsheets
- Experience of providing information to the public or customers using good communication skills
- The ability to converse at ease with customers and provide advice in accurate spoken English is only essential for some posts.

At higher level:

- High levels of initiative and independence
- Significant experience of data management with proven accuracy, maintaining confidentiality and efficiency

Occupational Skills

- Ability to store and retrieve information
- Ability to use a keyboard with speed and accuracy
- Ability to organise and present numerical data and do complex calculations and use of excel spreadsheets

At higher level:

- Ability to operate using initiative to make decisions with in agreed procedures on day to day operations
- Ability to work effectively with minimal supervision
- Ability to plan and organise work effectively

Other Requirements

- Able to attend occasional meetings outside of normal business hours

Desirable on appointment

- Knowledge of business processes relevant to the position.

- Experience of note and minute taking



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- Ability to travel around the County and willingness to work flexibly including evening and weekends (only essential for some posts).

Behaviours

[Link](#)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.