



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources
AREA/DEPT: HR Shared Service Centre
FAU:
SECTION: Shared Services Centre
JOB TITLE: HR SHARED SERVICE CENTRE ASSISTANT
REPORTS TO: HR Shared Service Centre Team leader
CURRENT RANK/GRADE: C
DATE: July 2015

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To support the Team Leader in providing a comprehensive and effective HR Shared Services function to the Force through the effective management of workloads, monitoring of performance and the provision of timely, advice & guidance and quality data.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Support the Team Leader in the delivery of a HR Shared Service Centre function to the Force, by delivering an effective tasking and co-ordination function ensuring the equitable distribution of workloads within the unit and monitoring performance against the same, ensuring continuous improvement.
- b) Check and verify all personnel related payroll changes generated by staff within the Unit, prior to submission to the payroll provider, to ensure accurate payment of monies due and to minimise the risk of over/under payments.
- c) Deliver periodic HR support services in relation to volume recruitment, corporate reward processes, employment support, OHU support and training administration to ensure effective service provision to both HR and organisational priorities.
- d) Supervise appropriate team members and colleagues contributing positively to the achievement of organisational objectives.

- e) Support the Team Leader in the accurate maintenance of all HR IT systems to by providing guidance and ad hoc training to staff where required in order to facilitate accurate data capture.
- f) Research and provide data from a variety of means to the Team Leader and /or HR Shared Services Manager to facilitate the production of timely, quality performance data and compliance reports for information and appropriate action.
- g) Support the Team Leader in the completion of data cleansing and quality assurance exercises to ensure timely, accurate data that is compliant with force policies & procedures; data protection legislation and Home Office requirements.
- h) Gather information required in response to requests for data under Freedom of Information legislation, ensuring accuracy of data and compliance with legislation.
- i) Support the Team Leader in the creation and continuous review of transactional HR processes; ensuring the unit meets its obligations in providing a quality HR support service to the Force.
- j) Monitor levels of customer service provided by the unit, identifying areas of excellence and areas for development, and highlighting such matters to the Team Leader so reward / corrective mechanisms can be implemented.
- k) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act, 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The post holder should hold the Certificate in Personal Practice (Chartered Institute of Personnel and Development) and an NVQ Level 2 in Customer Services or give a commitment to undertake these qualifications.

The post holder must possess good analytical skills with the ability research and produce accurate and relevant data in order to facilitate the provision of performance management data.

A good understanding of a HR Shared Service working environment, with the ability to adapt to change, challenge where required and use initiative to improve service provision.

It is desirable that the post holder has previous experience in a HR related environment with experience and knowledge of HR processes and procedures and supporting legislative frameworks to enable correct advice and information to be given to all customer groups.

The post holder must possess good interpersonal skills and good oral and written communication skills in order to communicate effectively with both internal and external customers.

Must be IT literate with an ability to use MS Office applications, experience and understanding of HR related IT systems to monitor and ensure high levels of accuracy and data integrity of these systems.

The post holder must have the ability to work flexibly and deliver effectively during periods of pressure and prioritise in order to meet required deadlines.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

None required

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

Responsible for the HR Shared Service Centre Clerical Officers

(b) Supervision Received:

Directly accountable to the HR Shared Service Centre Team Leader

(c) Other Contacts:

(i) Within Merseyside Police:

Daily contact with the HR Shared service staff, HR Shared Services Team Leader, OHU, ER Consultancy Advisors, H&S, Medical Retirements etc & Force employees and their line managers regarding ongoing cases and in the resolution of queries.

(ii) Outside Merseyside Police:

Payroll and Pensions service providers and HR IT systems suppliers in order to provide an effective HR Service provision to the Force.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

The post holder supports the HR Shared Service Centre Manager by assisting in the delivery of a comprehensive and effective transactional HR service in a flexible multi functional environment.

The work pattern is generally Monday to Friday within the force flexible working scheme. Flexibility will be required during periods of peak demand and occasions when other teams require support.

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Merseyside Police Policies and Procedures
Relevant Employment and Information Security legislation
Police Regulations
Police Staff Conditions of Service

The post holder will be instrumental in ensuring that the HR Information Support Centre meets its transactional obligations does not contravene legislation and complies with force policies and procedures.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

HR Shared Service Centre Clerical Officer - To maintain all employee records held on Force HR Systems, and manage the HR processes associated with these, to ensure that employee data remains accurate at all times.

6. **DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: The post holder is not a budget holder

Staff: Responsible for 17 HR Shared Service Centre Clerical Officers

Other: N/A

7. **JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

A key challenge of this role will be to support the delivery of a centralised HR Shared Services function whilst maintaining high levels of service in a demanding and fluctuating environment.

A further challenge will be the development of a service that meets the needs of the service users along with the management of expectations in relation to the level of service that is delivered.

8. **ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).

10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Extn:

Date:

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Extn:

Date:

N/A