



# Role Profile

SUPPORT ASSISTANT (SHARED SERVICE CENTRE)			
Reference No.	I296.01	Type	Individual
Service	Revenue and Commercial Services		
Job Family	Administration and Clerical 4	Grade	FC4

Purpose
To provide specialist business support that drives delivery of payroll, pensions, recruitment, ordering, invoicing, IT front-line and HR enquiry services.
To operate and maintain a range of systems and processes through accurate data entry, calculations, advice and information on policies, procedures and monitoring.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Inputting all data timeously and accurately while maintaining a range of key systems and to give accurate responses to customer queries input and extract data as required in a customer focused format as detailed below.</p> <ul style="list-style-type: none"> <li>new starts, leavers and transfers including timesheets, calculations for leave, career breaks, statutory sick and maternity payments, overpayments and advances, recruitment advertising, providing a pension payment service to pensioners; deferred pensioners; redundancies and ill health together with related administration.</li> </ul>	<p>Educated to SVQF level 5(4 qualifications at intermediate 2 level or above) or equivalent in a business /customer service subject that would demonstrate the standard of work required for the role</p> <p>Recognised relevant professional qualification e.g. Payroll Alliance; Certificate in pensions administration; Customer Care Qualification and any other qualification or course required for the role (Deliver Results – See How We Work Matters)</p>	<p>✓</p>	<p>✓</p>

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Working with and engaging with customers on a regular basis to obtain an accurate assessment of their financial and non-financial circumstances	Literacy and Numeracy skills Experience of collating financial and personal information (Take ownership)	✓ ✓	
Assisting Recruiting Managers to advertise and fill job vacancies completing safer recruitment checks, within defined KPIs.	Communication skills Ability to work confidently with a range of customers both internal and external (Work together) Experience of managing own workload and prioritise work; good time management and working to deadlines	✓ ✓ ✓	
Maintaining redeployment and supply worker register, identifying alternative suitable employment, providing advice to system users. Identifying posts requiring disclosures and SSSC registration and liaise with employees and managers as necessary to ensure compliance. Processing all disclosure applications and certificates required across the Council for employees and non-employees.	Experience in use of databases, spreadsheets and word packages (Embrace technology & information) Analytical skills Experience of interpreting and understanding policy and procedures	✓ ✓ ✓	
Liaising with relevant employees and managers to ensure ongoing right to work in the UK.	Customer Care skills Knowledge of a wide range of Council services with the ability to respond flexibly (Focus on customers)	✓	✓
Process Council invoices for payment to suppliers within defined KPIs providing guidance and advice where required.			
Maintaining all personnel files including document retention and destruction in line with policy and Data Protection legislation; providing relevant access to managers and employees.	Experience of working to regulations and legislation	✓	

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Undertake a variety of support tasks including filing, archiving, photocopying, scanning; indexing and processing mail.			
Provide first line support ensuring all calls are dealt with appropriately providing customer assistance and meeting KPIs. Multi-skill across all Shared Service Centre areas to address interdependences and achieve the overall aims of the Service.			
Following policy and procedures, discuss and action any resolutions required by customers across the Council and external customers where these relate to payroll, pensions, recruitment, payment to suppliers, disclosures and right to work in the UK.	Ability to work under pressure and deliver to deadlines	✓	
Identifying efficiencies through types of calls to Shared Service Desk and work with service catalogue to help move calls onto self-service.	Comprehensive understanding of the role and objectives of the service	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>