

HR Payroll and Digital Assistant Central Services

| Overview | |
|--------------------------|---|
| Role Purpose | Supports HR digital and payroll agenda, particularly in relation to data reporting, data entry/quality, system maintenance and troubleshooting. Contributes to improved data quality and data integrity across the HR team. Ensures systems, processes and working practices are documented and embedded across the HR team. Supports the continuous improvement of HR systems and processes. |
| Responsible for | Supporting digital and payroll teams |
| Reports to | Digital and Improvement Lead |
| Line management | None |
| Tier | |
| Expectation Level | Colleague |
| Role relationships | |
| Internal | HR colleagues, managers and staff across NHG |
| External | Auditors, HR system providers, reporting providers |

| Role accountabilities |
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| <p>Work with the digital and payroll teams to deliver key services, including answering day to day queries across these areas. Champion data literacy across HR.</p> <p>Payroll</p> <ul style="list-style-type: none"> • Provide payroll administration, including data entry, calculations and checking payments to agreed timescales • Work closely with the wider HR team to minimise and correct and errors. • Prepare regular pay runs for sign off and close down • Support the day to day management of NHG benefits, various third party instructions/requests, and process third party payments including reconciliations of payments to spot issues. • Support with year-end processes, regulatory returns and audits. <p>HR Systems and improvement</p> <ul style="list-style-type: none"> • Undertake triage of systems based issues, taking on straight forward investigation/diagnosis and recommending fixes/resolving issues for colleagues • Assist with overall systems maintenance by undertaking regular system admin tasks (across the HR digital portfolio) • Support the testing of HR systems as part of continuous improvement, implementation or regular upgrades • Ensure any systems changes are reflected in existing processes, guidance, process maps, reporting and other documentation |

Role accountabilities

- Work with HR colleagues to review and improve HR systems and associated processes, identifying areas of improvement to ensure HR systems are used to maximise productivity and to deliver a seamless service

Reporting

- Work with reporting tools and sources to run and create reports, applying visualisations to aid understanding of data and decision making.
- Prepare data that is used for reporting, including internal KPIs, payroll information, pay gap reporting, and ONS returns.
- Develop a strong awareness and understanding of NHG data, offering sense checking for any reports generated, and some commentary where required.
- Contribute to the continuous improvement and development of our HR reporting suite.

Data quality and integrity

- Support regular audits and data quality checking through the development and use of simple reporting tools.
- Contribute to and support with action plans for improvement in compliance; support and coach colleagues to deliver requirements.

General

- Ensure that all diversity and inclusion implications are considered in all work, and in personal conduct across NHG
- Own personal continuing professional development and work in collaboration with others in the HR team, to produce work to a high standard and to agreed timeframes, adhering to HR policy, employment law and best practice
- Follow the financial regulations, policies and procedures at NHG

Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

| Personal Specification | |
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| Experience | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Experience of working in a busy payroll, HR, or HR systems/reporting function in a medium to large organisation • Experience of working with HR system(s) • Experience of running and working with people/payroll reports | <ul style="list-style-type: none"> • Experience of administering deductions from pay • Experience of working with large data sets from multiple reporting tools and ability to produce reports for a range of audiences • Experience of managing data quality and integrity and undertaking data quality audits • Experience of working with reporting tools: PowerBI, Business Objects • Experience of working with a range of specialist HR systems (recruitment and learning systems) |
| Professional expertise (know how & experience) | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • <i>(Either)</i> Basic to intermediate understanding of current payroll legislation and payroll cycle including tax, NI and pensions. • <i>(Or)</i> Basic to intermediate understanding of key HR issues and legislation • Working knowledge of HR systems (either from systems, HR, or payroll perspective) • Strong understanding of GDPR and Data Protection rules | <ul style="list-style-type: none"> • Working knowledge of iTrent, Tribepad, Cornerstone • Specific understanding of how GDPR and Data Protection rules impact reporting • Ability to produce process maps and system guidance • System testing |
| Skills | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Communication skills – highly proficient in verbal and written • Maths skills – highly numerate with the ability to avoid and spot errors • Problem solving – must be able to diagnose and troubleshoot technical systems issues • Excellent planning and personal organisation skills – able to deliver work across teams • IT skills including intermediate MS Office | <ul style="list-style-type: none"> • HR system administration/configuration skills • Report writing skills • Advanced MS Excel skills • Other MS apps such as SharePoint |
| Qualifications and/or professional membership | |
| Essential | Desirable |
| | <ul style="list-style-type: none"> • CIPP or equivalent payroll qualification • CIPD Level 5 qualification |

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.