



## Role profile

<b>Role title</b>	Advisor (Employment) (Advisor Level)
<b>Corporate directorate</b>	Customer and Support Services
<b>Service</b>	Customer and Business Operations
<b>Grade</b>	E
<b>Reports to (role title)</b>	Team Leader (Employment)
<b>Version</b>	3.0
<b>JE code</b>	003501

<b>Approving manager</b>	Lynsey Dennis
<b>Date</b>	January 2021

If you would like this information in another format please contact:

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## Role purpose

To provide excellent customer focussed administrative services associated with the employee lifecycle from hire through to retirement, including new starters, contractual changes, leavers. To include the maintenance of electronic personal files. Inputting of information onto a computerised payroll system. assisting with the administration associated with pension schemes, including Teachers and NHS pension schemes and ensuring that all procedures are performed efficiently, accurately and in a timely manner, and in accordance with legislation and conditions of service.

## Dimensions

### Annual financial accountability

N/A

### Management accountability

Nature of management

- N/A

Number of staff managed

- N/A

## Accountabilities

*Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process*

- To ensure that information for all new starters, leavers and variations to contracts is processed accurately on the payroll system in accordance with procedures and timescales. Input will also include bank details forms.
- To ensure that spreadsheets uploaded onto the payroll system are accurate, and to resolve any associated errors with the spreadsheets, liaising with schools, managers and other Customer and Business Operation teams as necessary.
- To ensure that appropriate records are maintained on electronic personal files via an electronic filing system.
- To notify the Team Leader of any errors which have occurred with processing information on the payroll system or EDRMS.
- To produce accurate written statements of particulars of employment and variation letters for staff which are produced on behalf of our clients are in accordance with procedures and timescales.
- To ensure that calls/emails are logged in Assyst to provide an auditable record of contact and actions, in a timely manner for monitoring and reporting purposes.
- To assist in the processing of establishment and contractual changes following a restructure; this will also include preparing Statement of Particulars of Employment or letters to employees as appropriate, as well as attending any relevant meetings with managers or representatives from our 122 customers.
- To assist with administration associated with the Teachers' Pensions Scheme in accordance with agreed processes and procedures, including sending notifications to Teachers' Pensions via the TPS Secure Transfer Utility (STU).

- Ensure understanding of and compliance with the policies, procedures, conditions of service, legislation and statutory provisions which affect the administration duties undertaken (e.g. notice periods, sickness entitlement, increments due); to seek guidance as appropriate from a Team Leader if further clarification is required.
- To liaise with managers/school admin staff re: those on temporary/fixed term contracts to ensure compliance with statutory procedures and timescales.
- To assist in ensuring that the Single Central Record is accurate and kept up-to-date, and that appropriate professional registration and right to work information is recorded.
- To provide advice, guidance and support to employees, managers, school admin staff and colleagues in other teams regarding employment support administration issues, and to attend meetings if required.
- To deal with third party correspondence (e.g. mortgage/rental enquiries, benefit forms).
- Ensure that all processes are completed accurately and delivered on time to meet legal and employment support timescales, ensuring consistent and efficient delivery of service.
- To liaise as appropriate with employees, managers, school admin staff, external clients and colleagues in the payroll team as appropriate regarding under and overpayments which have occurred, following the appropriate procedures.
- Liaise and correspond as appropriate with employees, managers and external customers in relation to work undertaken by the Team; this could include face to face meetings and online meetings.
- To contribute to the development of new and/or temporary staff by assisting with training as required.
- To assist with providing information for Subject Access Requests in accordance with procedures and statutory timescales.
- Maintain systems and manual processes to fully satisfy data integrity requirements and audits
- Assist with the provision of information in response to internal and external audit requirements
- Participate in the development of key processes to maximise opportunities for continuous improvement.
- Support the gathering of statistical information as required enabling effective monitoring of processes and practices
- Authority/Decision Making
- Executes processes in accordance with agreed processes and procedures
- Works with minimum supervision, seeking assistance where appropriate
- Seeks guidance from manager for queries which fall outside of standard processes
- Work as part of a multi-skilled Customer & Business Operations (CBO) Service to deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers
- Whilst the post holder will spend the majority of time working in one particular area of the CBO, on occasions there might be opportunities for the post holder to gain experience in other areas of the CBO either on a voluntary basis or at request in order to assist with other service priorities usually within the same CBO job family.

## Corporate accountabilities

### **Information security and governance**

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

### **Safeguarding**

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

### **Equality & Diversity**

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

### **Customer Experience**

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

### **Health, Safety and Wellbeing**

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

## **Key objectives**

- Assist with identification of opportunities to increase automation of manual processes and reduce duplication
- Engage in the development and implementation of enhanced IT systems and solutions, e.g. Oracle Cloud project, supporting the introduction of new ways of working
- Contribute to the Customer and Business Operations changes as required
- Engage in the implementation of service standards and team performance measures, and the implementation of monitoring and reporting mechanisms and target setting for the team to ensure service provision and queries are resolved within the agreed SLAs, and to ensure continuous service standards improvement and increased customer satisfaction
- Participate in reviewing and standardising processes and procedures to ensure standard and effective working practices across the team

## Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p><b>Working together</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> <li>• You deliver exceptional customer service – you understand and are attentive to the needs of your customers</li> <li>• You listen to the views of others and seek them out</li> <li>• You support and show consideration for others</li> <li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>• You share information and expertise with others</li> <li>• You are honest, you respect and you build relationships of trust</li> <li>• You share your achievements and acknowledge the achievements of others</li> </ul>	<p><b>Interview</b></p>
<p><b>Resourceful</b></p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> <li>• You plan and organise your work and manage your time effectively</li> <li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>• You are flexible and adaptable</li> <li>• You respond constructively to change</li> <li>• You demonstrate financial awareness relevant to the job you do</li> <li>• You use your initiative and are creative in problem solving</li> <li>• You deliver results and demonstrate commitment to serving customers</li> </ul>	<p><b>Interview</b></p>
<p><b>Personal responsibility</b></p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> <li>• You are trustworthy and reliable</li> <li>• You pay attention to your own health, safety and wellbeing and that of others</li> </ul>	<p><b>Interview</b></p>

<ul style="list-style-type: none"> <li>• You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>• You appropriately challenge unhelpful behaviour</li> <li>• You seek feedback and review your own contribution</li> <li>• You are open to change and improvement</li> <li>• You take responsibility for your development</li> <li>• You are enthusiastic about and take pride in your work</li> <li>• You act as an ambassador for the Council to our customers</li> </ul>	
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<b>Knowledge, skills &amp; experience</b>	<b>Recruitment and selection</b>
Knowledge of the Customer and Business Operations policies, processes and practices which are applicable to employees of Cornwall Council, schools, academies and external clients.	Application Form & Interview
Understanding of employment legislation and regulatory bodies	Application Form
Knowledge of Customer and Business Operations transactional processes and activities	Interview
Ability to effectively support the implementation of new or revised processes, practices and working methods	Application Form
Ability to research, maintain and report information	Application Form & Interview
Ability to identify and suggest solutions to problems with reference to senior members of the team	Application Form
Competent at maintaining security and confidentiality and can demonstrate a good understanding of the principles and practice of data protection	Application Form
Proficient in the use of all packages to accurately and appropriately store all data on the appropriate software	Application Form & Interview
Customer and service focus	Interview
Ability to juggle multiple tasks to ensure that deadlines are met with attention to detail	Interview

<b>Other requirements</b>	<b>Recruitment and selection</b>
Competent in the use of Microsoft applications, including Word, Excel, and outlook	Application Form
NVQ level 2 in business admin or equivalent relevant qualifications or experience	Application Form
This position is subject to a criminal records disclosure check	<b>NO</b>
This is a politically restricted position	<b>NO</b>