



Role profile

Role title	Advisor (Work Structures) (Advisor Level)
Corporate directorate	Customer and Support Services
Service	Customer and Business Operations
Grade	F
Reports to (role title)	Team Leader (Employment)
Version	3.0
JE code	003534

Approving manager	Abby Cockings / Alex Barefoot
Date	January 2021

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

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

www.cornwall.gov.uk

Role purpose

Reporting to the Team Leader, the Advisor will create and maintain establishment controls and organisation structure charts.

The role has specific responsibility to input data, investigate system errors, rectify issues and advise all staff (managers and senior managers) on the processes and procedures to follow to make best use of the system.

The Work Structures team are the key contact for changes and updates to the establishment structure and ensure an appropriate control process is in place, they are responsible for maintaining data integrity and accuracy of establishment information so the underlying data can be relied upon for decision making.

The establishment is the key driver for all payroll, finance, self-service and HR management information functions within the organisation. It is therefore vital that his function is tightly controlled by the team.

The Work Structures Team strive to:

- Use standardised best practice processes that will improve efficiencies and customer experience
- Support the Organisation to generate real financial savings through fully utilising the Oracle Cloud technology platform
- Support the Organisation in having access to a single source of information regarding the organisation and our people
- Develop a knowledgeable and flexible workforce deployed according to the needs of the organisation.

Dimensions

Annual financial accountability
Role has no annual financial accountability
Management accountability
Nature of management <ul style="list-style-type: none"> • N/A
Number of staff managed <ul style="list-style-type: none"> • 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

- Assist with the creation and maintenance of effective establishment control that supports payroll, finance, procurement, self-service and HR management information activities
- Assist with the analysis of data and provide support in cleansing data within the Oracle Cloud system
- Support the Team Leader in creating, maintaining and system admin functions of our organisation structure charting tool

- Provide establishment and people data reports to enable strategic decision making in team and directorate restructures
- Liaise with directorates, Employment Support teams, procurement, HR and accountants when restructuring to ensure accurate information is created within the establishment set up
- Maintain the mailbox and process any changes to the establishment meeting deadlines
- Work closely with directorates to ensure they follow essential processes and procedures to help maintain an accurate and auditable establishment
- Undertake project work as required
- Contribute as required to transformational projects
- To be responsible for continuing self-development and undertake training as required.
- 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

- processes when a change is requested and advise on alternative solutions
- Engage with and develop a working relationship with all our internal customers to ensure effective, costed and timely changes to the establishment are made

- Support data cleansing activities of the Oracle Cloud system
- Support the implementation of processes and procedures to ensure effective establishment control
- Support the team in undertaking other project duties.

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

<p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> You are trustworthy and reliable You pay attention to your own health, safety and wellbeing and that of others You acknowledge errors, report them as appropriate and play your part in addressing them You appropriately challenge unhelpful behaviour You seek feedback and review your own contribution You are open to change and improvement You take responsibility for your development You are enthusiastic about and take pride in your work You act as an ambassador for the Council to our customers 	
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Knowledge, skills & experience	Recruitment and selection
Educated to NVQ2 level, or possesses relevant vocational / professional qualifications, or demonstrates relevant experience	Application Form / Interview
Has sufficient understanding and capability to review, develop and implement systems of control around establishment	Application Form / Interview
Experience of inputting large quantities of data into an Enterprise Resource System e.g. Oracle or other databases	Application Form / Interview
Experience of creating and maintaining data via data entry	Application Form / Interview
Experience of using Charting tools and the upkeep and administration of the system	Application Form / Interview
Demonstrates attention to detail and analytical skills with the ability to interpret information, solve problems logically and make appropriate and timely decisions	Application Form / Interview
Has sound knowledge and experience of computer office applications and the general use of ICT systems in administration and is effective in the use of databases including excel	Application Form / Interview
Understanding of the workings and structures of Local Government	Application Form / Interview

Other requirements	Recruitment and selection
This position is subject to a criminal records disclosure check	NO
This is a politically restricted position	NO