**Job Profile Information:** HR & Payroll Assistant

**This supplementary information for *HR & Payroll Assistant* is for guidance and must be used in conjunction with the Job Capsule for**

**Level 2, Zone 1, Camden Way Category 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To provide support to Human Resources Customer Services Team.

**Core Accountabilities:**

1. To provide administrative support to HR & Payroll Customer Services team.

2. To support the HR & Payroll team in the achievement of the Camden priorities and objectives.

3. To support the team in the delivery of its objectives demonstrating a ‘can do’ attitude and adopting a flexible and resourceful approach.

4. Undertake all responsibilities with due regard to the Camden policies and practices for Health and Safety, Equal Opportunities and Environmental.

5. Undertake any other duties and responsibilities appropriate to the post

**Example outcomes or objectives that this role will deliver:**

1. Maintain and update records
2. Administer expenses claims, ensuring compliance with relevant policies and HMRC guidelines and ensuring that payments are made to staff within a timely fashion.
3. Process tier 1 Payroll changes in Oracle, liaising with line managers for information and making relevant changes to employee records

4. Prepare reference and draft letters

5. To act as a first point of contact for Tier 1 HR and Payroll enquiries, and respond to or refer enquiries as appropriate.

6. Maintain electronic filing systems (Oracle, Trim document archive).

7. Establish own priorities and organise own workload ensuring that activities are organised to specification and tight deadlines.

8. To act as an effective team member providing assistance to others as requested.

9. To undertake any other reasonable duties as may be required commensurate with the level of the role

**People Management Responsibilities:**

*None*

**Relationships;**

• Work collaboratively, to build and develop strong working relationships with colleagues and the business directorates in order to deliver requirements.

• Act as an ambassador for the HR Services Team

**Work Environment:**

The post holder is required to work flexibly, adjusting their own and others’ workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and work with colleagues to ensure appropriate cover and customer

access to the service. They will be mainly office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation will be required to complete tasks.

**Technical Knowledge and Experience:**

* Excellent organisational skills
* Strong interpersonal and communication skills and experience of communicating with adults and handling HR queries
* Strong written communication skills
* Excellent IT and web skills, including the ability to use MS Office Word, Excel and Outlook. Experience with databases desirable.
* An understanding of Oracle System an advantage

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>