



ROLE PROFILE

Post Title:	Pay Services Assistant	
Grade:	LC 4 – 5 (Progression arrangements apply)	JE: 1860
Location:	Human Resources HQ	
Responsible to:	Pay Services Officer	

Job Purpose:

To process all aspects of payroll and associated administrative processes.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Assist in the delivery of a customer focussed payroll and administrative service ensuring that the Constabulary meets all HR priorities.
- Deal with internal and external enquiries by telephone, correspondence or personal contact and to liaise with divisions and departments, staff associations and external organisations as required.
- Assist in the development and implementation of Human Resources administrative procedures to facilitate effective and efficient working practices. .
- Update, amend and maintain personal records, general files and computerised systems in an appropriate manner, utilising them to deal with enquiries.
- Assist in the preparation and analysis of management information, producing reports and statistics as required.
- To take a pro-active approach to problem solving which focuses on solutions aiming for continuous improvement in the services provided
- To provide effective and courteous liaison with customers both internally and externally such as HMRC, YPS, Divisions and departments.
- To be responsible for the day to day processing of payroll and administrative transactions such as (but not exclusive to), starters and leavers, statutory and contractual sick and maternity pay schemes, administration of childcare voucher scheme, flexible working requests, overtime, promotions, etc.

- To ensure compliance with pay related statutory legislation, police regulations, PSC handbook, Force policies and procedures.
- To carry out related duties or projects as required in the interests of departmental effectiveness.
- Support the delivery of HR Performance Indicators and service level agreements.
- Support the HR SMT in order to meet operational demand. Whilst the post holder will have primary responsibility within their designated portfolio, there is an expectation that they will assist throughout the HR Department as required by organisational need.
- Keep up to date with changes to working practices in HR supported by the organisation and to implement and share best practice with colleagues.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

Intelligent, creative and informed policing

We analyse critically	1	Interview/Assessment
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :	
All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.	
Integrity	Impartiality
Public Service	Transparency

Qualification		
Essential	Desirable	To be identified by
	CIPP/CIPD Level 3 Certificate	Interview
Knowledge / Experience		
Experience of HR and / or payroll systems and procedures	Experience of working in an administrative/clerical role within a busy office environment	Application Form/Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Interview
Experience of updating and maintaining manual and computerised records accurately		Interview
Experience of working with minimal supervision, organising and prioritising own workload		Application Form
Experience of communicating clearly with internal and external contacts in a courteous and diplomatic manner		Interview
Experience of using Microsoft Software Applications, including Word, Excel & Outlook		Interview
Experience of working to deadlines and tight timescales, within a busy environment		Application Form
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Demonstrates a flexible approach to working practices and hours		Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: March 2021

Progression arrangements

Pay Services Assistant

LC 4 – LC 5

The following arrangements are all subject to the needs of the post and not the post holder and can be superseded by management appointment if there is a demonstrable link to PDR

LC 4 - Upon appointment

LC 5 - After proven satisfactory and assessable performance in the post at LC4 Level and able to demonstrate (with minimal supervision) the ability to carry out tasks as follows:

- Regularly undertaking basic research, collating a range of facts and information from various sources prior to analysis and evaluation, and preparing management information for interpretation by self or others.
- Consistently producing high quality routine correspondence
- Regularly providing accurate and timely advice and guidance to managers relating to HR policies and procedures
- Evidencing a comprehensive knowledge and understanding of HR systems and processes
- Consistently providing a high level quality of service

Note

Assessable performance will be determined by the first line manager and evidenced through PDR

It is the post-holders responsibility to apply for progression arrangements by demonstrating that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements