

## ROLE PROFILE



<b>Post Title:</b>	Pay Services Assistant	
<b>Grade:</b>	LC 4-5 (Progression arrangements apply)	<b>JE: 1860</b>
<b>Location:</b>	Human Resources HQ	
<b>Responsible to:</b>	Pay Services Team Leader (Operational)	

### Job Purpose:

To process all aspects of pay, and associated processes, ensuring compliance with Police Regulations, Police Staff Conditions of Service, Force Policies and Statutory legislation.

### 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.**

- Responsible for the administration of absences including sickness, maternity, paternity, adoption leave etc. accurately calculating and maintaining contractual and statutory pay entitlements demonstrating a high level of attention to detail.
- Responsible for the administration of starters, leavers and employee changes, ensuring they are recorded and update accurately on Oracle in a timely manner, complying with force policy, Police Regulations, Police Staff Conditions of Service and statutory entitlements.
- To provide accurate pay data to pensions for leavers, estimates and repayments of pensions.
- Deal with and calculate complex under and overpayments, raise invoices where appropriate and complete cancellations in compliance with HMRC regulations.
- Administrate third party payments ensuring records are kept up to date i.e. Childcare Vouchers, Cycle to Work, AVC Wise etc.
- Ensure compliance with monthly payroll deadlines and validate the monthly pay using checking controls and exemption reports.
- 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.
- To ensure processes and payments are compliant with Statutory legislation, contractual entitlements, constabulary policies, police regulations and police

staff conditions of service.

- Provide first line support in relation to pay queries that relate to Police Regulations, pensions schemes, the PSC Handbook and Statutory legislation.
- To handle sensitive and confidential information in an appropriate manner, adhering to Force guidance.
- Ensure that Oracle is maintained, reviewed and updated regularly in order to ensure accuracy and compliance.
- Support the delivery of HR Performance Indicators and service level agreements.
- 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.
- To accurately record and effectively use external systems such as LPPA, AVC Wise, Sodexo, Cycle Scheme
- To run and analyse statistical data reports produced by Oracle 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, Lancashire Pensions Partnership, Federation, Unison, Force Divisions/ Departments.
- To carry out related duties or projects as required in the interests of departmental effectiveness.
- Keep up to date with changes to working practices in HR and payroll supported by the organisation and to implement and share best practice with colleagues and training of staff.
- 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.
- Provide Helpdesk support, together with arranging meetings and preparing management information relating to People meetings.
- 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:

<b>Resolute, compassionate and committed</b>		
<b>Behaviour</b>	<b>Level</b>	<b>To be Identified by</b>
We are emotionally aware	1	Interview
We take ownership	1	Interview
<b>Inclusive, enabling and visionary leadership</b>		
We are collaborative	1	Interview
We deliver, support and inspire	1	Interview
<b>Intelligent, creative and informed policing</b>		
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.

<b>Values :</b>	
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.	
<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

<b>Qualification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
	CIPP/CIPD Level 3 Certificate	Application Form/Interview
<b>Knowledge / Experience</b>		
Experience of working in an administrative/clerical role within a busy office environment	Experience of HR and / or payroll systems and procedures	Application Form/Interview
Experience of producing accurate written information and demonstrate a high level of attention to detail		Application Form/Interview
Experience of maintaining strict confidentiality, using tact and diplomacy where applicable		Application Form/Interview
Experience of updating and maintaining manual and		Application Form/Interview

computerised records accurately		
Experience of working with minimal supervision, organising and prioritising own workload		Application Form/Interview
Experience of communicating clearly with internal and external contacts in a courteous and diplomatic manner		Application Form/Interview
Experience of using Microsoft Software Applications, including Word, Excel & Outlook		Application Form/Interview
Experience of working to deadlines and tight timescales, within a busy environment		Application Form/Interview
<b>Other</b>		
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
Ability to travel on Constabulary business		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.

**Last Updated: August 2023**

## **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.
- Independently producing high quality written communication
- 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
- Proactively identifying areas for improvement and developing appropriate solutions for approval to enhance service delivery.
- 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