

JOB DESCRIPTION

POST TITLE:	People Services Coordinator
POST NUMBER:	PP03
GRADE:	D
RESPONSIBLE TO:	Payroll, Coordinator and Systems Manager
RESPONSIBLE FOR:	N/A
LIAISON WITH:	Employees/Workers, Managers, Members, Trade Union Representatives, Other Authorities, Other External Agencies/Individuals

KEY CORPORATE ACCOUNTABILITIES:

To be a first point of contact for all general enquiries for the service. To be a key member of the service desk service to customers and co-ordinate systems and processes to support the Council with the delivery of its services. To support the processing of employees through their whole employee life cycle at the Council.

KEY SERVICE ACCOUNTABILITIES:

To provide first line guidance and administrative support to line managers and employees on matters such as Health & Safety, Human Resources and Payroll and their relevant sub specialisms such as Employee Relations, Learning & Development and Recruitment.

To provide robust and accurate administrative processes and exemplary levels of customer service. Processes that are coordinated include but are not limited to; resourcing and onboarding activities (e.g. shortlisting, invitations, pre employment checks), drafting and distribution of correspondence (e.g. contracts and contractual amendments) and sharing of agreed templates/forms (e.g. accident/incident forms, absence management invitations).

To lead on the maintenance of up-to-date and accurate records in our systems, processing and storing documents for the full range of work completed by the service acknowledging service expectations, Council policy and external legislation.

Support and guide employees and managers in the use of systems used by the service.

To provide management information and reports in line with regular reporting requirements and on an ad hoc basis as required. To compile key service statistics using a variety of data sources and where appropriate the subsequent financial impacts of these measures have on the Council (e.g. agency spend)

To liaise internally and externally, where appropriate, for the delivery of our service and the expectations of the services we support. Examples include, but are not limited to; DBS provider, systems provider, pension provider, occupational health provider and publications.

To adhere to internal and external expectations and legislation, acknowledging the work completed within the service.

Contribute enthusiastically to the formulation of People Services solutions and improved working practices, including improved delivery of the People Services support service where possible.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their service lead.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Date: February 2024

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

People Services Coordinator

CATEGORIES	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Good Standard of Education including GCSE passes in English and Mathematics • Willingness to learn a CIPD Diploma in Human Resources Practice (Foundation) Level 3 or equivalent experience • Working experience of a busy office environment. • Significant and demonstrable administrative experience 	<ul style="list-style-type: none"> • Experience of working in Local Government
Knowledge and Expertise:	<ul style="list-style-type: none"> • Competent in the use of Microsoft Excel, Word, Access and Outlook • Good communication and inter-personal skills with a focus on customer care • Experience of maintenance and interrogation of database's and spreadsheets • To have experience in one of the following disciplines <ul style="list-style-type: none"> ○ Demonstrable experience of working in a payroll environment ○ Broad knowledge of Employment Law ○ Knowledge of recruitment practice / discrimination legislation 	<ul style="list-style-type: none"> • Working Knowledge of Payroll/ HR systems • Knowledge of the National Agreement on Terms and Conditions (Green Book)
Skills:	<ul style="list-style-type: none"> • Able to communicate effectively, orally and in writing • Numeracy skills – reconciliations and statistics • Able to prioritise / organise workload in line with specified timescales • Speed and accuracy of data inputting via keyboard 	<ul style="list-style-type: none"> • Effective influencing and persuading skills • Able to undertake research to support policy formulation
Personal Attributes:	<ul style="list-style-type: none"> • Self-motivation with an enthusiastic and positive approach 	<ul style="list-style-type: none"> • Confident in suggesting new ideas and challenging existing

CATEGORIES	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> • Reliable and flexible in approach to work • Commitment to equal opportunities and respect and dignity at work • Able to work on own initiative and as part of a team 	ways of working in a constructive manner
Special Requirements		

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