JOB DESCRIPTION

POST: **HR Officer**

DEPARTMENT: **HR&OD**

REPORTING TO: **People Partner - Operations**

RESPONSIBLE FOR: N/A

GRADE: **4**

MAIN JOB PURPOSE:

To provide an accurate, efficient and customer-focused HR administration service, with particular responsibility for payroll, employee benefits and employment documentation.

To process payroll and employee information accurately and within required timescales, following established procedures, organisational policies and relevant requirements.

To prepare contracts of employment and other employment-related correspondence in accordance with organisational policies, procedures and agreed templates.

DUTIES AND RESPONSIBILITIES:

Provide administrative support to the People Partner – Operations and wider HR & OD service on operational and transactional HR activities as required.

Administer employee benefit schemes, including salary sacrifice arrangements, car schemes, pensions, AVCs, employee assistance programmes and other employee benefits.

Respond to employee enquiries about benefit schemes, providing clear and accurate information and referring more complex queries to the appropriate colleague.

Process employee and payroll changes accurately through the Oracle system and submit information to Suffolk County Council payroll within the required deadlines.

Carry out routine checks of payroll information and reports, identifying discrepancies and taking appropriate action or referring issues where necessary.

Process elections and councillor payroll activity as required, following established procedures.

Support the processing of agreed pay awards and salary increments within required timescales.

Support monthly payroll checks and reconciliations, year-end payroll processes and internal and external audit requirements, providing documentation and information as requested.

Respond to payroll and HR enquiries from employees and managers, providing a helpful, accurate and professional customer service.

Maintain accurate payroll checklists, procedures and user guidance and contribute suggestions for improvements to administrative processes.

Provide administrative support to the Recruitment Advisor during periods of increased workload and absence, including using the recruitment system and preparing contracts for new employees.

Additional information

a) Does this job require a DBS check? **No**

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **No**

c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	**MEASURED BY:** A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING *(Academic, vocational/professional and other training)*	
Educated to A Level or equivalent CIPD level 3 or equivalent qualification or experience	A/I
KNOWLEDGE & EXPERIENCE *(e.g. report writing, office experience, Microsoft office)*	
Experience of providing effective administrative support within an HR, payroll or similar service environment, with an understanding of HR processes, the employee lifecycle, payroll and employee benefits administration. Experience of supporting payroll management and liaising with payroll providers to ensure an accurate and timely payroll each month Experience of dealing with employee or customer enquiries and resolving routine issues, referring more complex matters where appropriate. Experience of maintaining personal, sensitive and confidential information appropriately. Experience of preparing employment contracts, correspondence or similar documentation using agreed templates and procedures.	A/I
SKILLS/ATTRIBUTES *(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)*	
Ability to support and provide guidance to managers and staff on a variety of payroll queries and data requests Evidence of a track record in providing effective advice and support to managers and colleagues on payroll and data issues Good communications skills to exchange orally and in writing information with a range of audiences where tact and diplomacy are important. High level of accuracy and attention to detail.	A/I

Good organisational and time management skills, with the ability to manage a varied workload and meet established deadlines. Ability to maintain confidentiality and handle personal information appropriately, with an understanding of data protection requirements. Ability to identify and resolve routine problems within established procedures, using judgement to recognise when advice or escalation is required. Competent in Microsoft Office applications, particularly Excel and Word, and able to use HR and other business systems effectively. Ability to work independently on routine activities and work collaboratively as part of a team.	
OUR BEHAVIOUR'S	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I

Our Values

...we believe in

OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

OUR CUSTOMERS

We care about delivering high quality, customer focused outcomes with our communities and partners.

BEING OPEN and HONEST

We are open, transparent and truthful.

TAKING OWNERSHIP

We take pride in our work and take responsibility for our actions.

BEING AMBITIOUS

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

PROUD to display the BADGE
COMMITTED

disability confident EMPLOYER

Accredited 2026

MENTAL HEALTH AT WORK COMMITMENT

DYING TO WORK

MINDFUL EMPLOYER

ARMED FORCES COVENANT

EMPLOYER RECOGNITION SCHEME

SILVER AWARD