

Job Description

JOB TITLE:	Waste Services Senior Support Officer (Staffing)
GRADE:	I
POST NUMBER:	C020600851
DIRECTORATE:	Communities – Public Realm
SERVICE:	Waste Services
RESPONSIBLE TO :	Waste Services Principal Support Officer
RESPONSIBLE FOR:	Waste Services Support Officer (x1)
	<p>This post does not require a DBS check</p> <p>This post is not politically restricted</p> <p>This post does not attract essential/ casual car user/ travel allowance</p>
JOB SUMMARY:	<p>The post holder will provide comprehensive administrative and systems support to Waste Services and be responsible for the coordination and provision of various returns to both internal and external departments including Human Resources and the Council's Payroll provider.</p> <p>To support operational managers in the course of their staff management responsibilities by providing advice and guidance in relation to the Council's established HR policies and procedures.</p> <p>To act as the link officer between operational managers and our colleagues within the Corporate Payroll Team to help resolve payroll related matters and or disputes.</p> <p>To directly manage the Waste Services Support Officer supporting HR related work ensuring that appropriate work plans, check ins and staff development systems are in place to maximise both staff potential and staff performance.</p>
ROLE REQUIREMENTS:	<i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i>

1.	To administratively support the delivery of high quality operational human resource services to those staff within the service area.
2.	To administratively support the delivery of high-quality payroll services to those staff within the service area; to assist operational managers resolve HR and Pay queries raised by their staff e.g. queries around holiday, occupational sick pay and overtime payments and to undertake investigations in regards to pay disputes in order to ensure matters are resolved in a timely fashion.
3.	To undertake payroll verification with the Head of Waste Services and Development or the delegated authority and complete the payroll submission in accordance with local deadlines and in conjunction with the payroll cut off dates.
4.	To develop the payroll schedule on an annual basis and ensure that the schedule is communicated to all relevant parties.
5.	In conjunction with the Council's corporate Human Resources team, develop and maintain systems and processes for the accurate and timely provision of management and budget information, including sickness and statistical information.
6.	To provide administrative support in relation to Acting Up, Secondment and Ex Gratia arrangements, including preparation for interviews and selection processes and the preparation of correspondence, establishment control and payroll instruction forms.
7.	To provide first line advice and support to managers on employee relations cases, including the interpretation and application of the Council's human resources standards and to provide briefings and training to ensure that managers are aware of the required standards.
8.	To support operational managers with their attendance management cases including note taking, drafting correspondence, Occupational Health referrals and the management of non-compliance around OHS appointments and scheduling difficulties.
9.	To support the diary management of the Head of Waste Services and Development and the Borough Waste Operations Manager in relation to scheduling formal staff meetings relating to sickness management, disciplinary, capability, grievance and any appeal meetings or similar and to draft various correspondence in relation to said meetings.

10.	Support managers to ensure that staff terms and conditions are regularised across the service and to conduct an annual review to check consistency and compliance.
11.	To develop the client/contractor relationship with our Occupational Health provider to ensure that issues are resolved in a professional and timely manner and to escalate matters to the relevant operations manager as and when necessary.
12.	As required, help up-date and maintain employee information on the Council's HR Payroll System. From the same system extract staff information to support operational management with their staffing issues.
13.	To develop and maintain auditing systems in regard to various payments made through the Council's Payroll systems and all HR related records and liaise with internal departments and external bodies in relation auditing and investigation requests and formal requirements.
14.	To support operational managers with the maintenance of staff records including personnel files and ensure that information is provided when requested to support employee resource planning and the maintenance of accurate establishment records.
15.	To work collaboratively with managers to ensure effective communication and working relationships with trades unions to provide expert employment support regarding Council policies, terms and conditions and employment law.
16.	To deputise for the Waste Services Principal Support Officers and attend meetings and undertake other direct communication at a senior level as required on all staffing matters.
CORPORATE RESPONSIBILITIES	
17.	Actively contribute to the Council's priorities and outcomes in a way that promotes a 'one organisation' approach.
18.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
19.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
20.	Support organisational change and learning, following and implementing appropriate systems of self-development,

	communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
21.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
22.	Adherence to the Council's commitment to the health, safety and welfare at work policy. Health and safety responsibilities include: <ul style="list-style-type: none"> • always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.
PEOPLE	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
23.	Develop and promote effective and credible working relationships with managers and employees.
FINANCE	<i>[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]</i>
24.	To support operational managers in maintaining workforce establishment and payroll records to budget.
25.	To ensure the integrity of the service's financial reporting through the correct capture and monitoring of staffing costs through payroll submissions and other staffing related procedures and processes.
26.	To analyse, highlight and address financial anomalies arising from staff allocation, overtime and attendance records.
27.	To liaise with corporate finance to finalise monthly accounts and to assist the preparation of quarterly forecast for the service area with senior managers.
28.	To support senior management in the preparation of an annual staffing budget through liaison with corporate finance.
29.	Following finalisation of the annual budget to prepare a budget pack showing staff allocation across the service area and the relevant costs associated with this.

SERVICE	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>
30.	To train staff and managers as and when required to ensure compliance with council staffing related processes and procedures and to enhance the delivery of the above functions.
31.	To collaborate and help co-ordinate all staff development and well-being initiatives across waste services.
PERFORMANCE	<i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>
32.	To ensure that performance related HR and payroll data and information is captured and provided in a timely manner to meet service and corporate KPI requirements and deadlines.
33.	To contribute to service development and efficiency through effective and timely management of staff related issues to ensure staff resources are deployed and used appropriately and for the benefit of the service.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of Senior Support Officer (Staffing)		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>A developed understanding of Human Resources Management and employment law.</p> <p>Knowledge of the Council's financial procedures and processing systems.</p> <p>An understanding of a Council's responsibilities in relation to the security and confidentiality of sensitive information.</p>	<p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Qualifications & Experience	<p>Minimum 5 GCSEs (grade A-C including English and Maths)</p> <p>Experience of using Human Resource Management Information System/s</p> <p>Experience of providing routine human resources HR administration and payroll services and advice to managers on a variety of issues.</p> <p>Experience of building effective working relationships with managers and employees.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	Experience of supporting a team and working in a front line multi-disciplinary area to ensure delivery.	D	A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p>Seeks opportunities to build positive relationships with people from other teams and partners.</p> <p>Builds networks with key teams they work with, to ensure they achieve the best outcomes.</p> <p>Actively builds a positive team in the working environment.</p> <p>Shares information and engages others in a timely way to achieve the best outcomes</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
We are OPEN and transparent	<p>Checks understanding they are understood by others and explains jargon where needed.</p> <p>Uses effective listening and questioning techniques to understand the needs of others and act accordingly.</p> <p>Seeks to develop own resilience to manage change, seeking support where necessary.</p> <p>Approachable and actively seeks feedback from others</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>A/I</p> <p>A/I</p>

	to improve how they do things.		
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work, setting challenging goals for self.	E	A/I
	Seeks to learn from, both failures and successes, to improve how they do things where required.	E	A/I
	Looks for ways to continuously improve and develop within role.	E	A/I
	Makes suggestions for better and new ways of doing things.	E	A/I
We empower each other to be EXCELLENT and go the extra mile	Understands the organisations direction of travel and actively supports that in their work and interactions.	E	A/I
	Takes the initiative to improve outcomes because they can explain the difference they have made.	E	A/I
	Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them.	E	A/I
	Enlightens people when they have made a difference and shows appreciation through internal recognition schemes.	E	AI
We RESPECT all communities; they are the heart of everything we do	Actively listens to customers and takes steps to making things better for customers.	E	A/I
	Shares customer feedback as appropriate to improve the customer experience.	E	A/I
	Takes ownership of more complex issues, whilst keeping the customer informed.	E	A/I

	Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.	E	A/I
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.		