

Job Description

Job title	Team Support Officer
Directorate	BUSINESS : Business Support
Division	Payroll & Pensions
Range	MPR 2
Reports to	Payroll & Pensions Team Leader

Main purpose of the job:

To provide administrative and customer service support to the payroll and pension team, using a variety of Microsoft Office products.

The job will involve processing absence and other pay and pensions related information, answering straight forward queries on behalf of the team, and storing relevant information in the team folders.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Enter information into the HR system to facilitate accurate Payroll and Pension processing.

Extract information from the HR system to provide information to employees relating to their absence pay and entitlements.

Answer queries from our employees and external stakeholders to provide information relating to Pay and Pensions.

Maintain details and claims relating to mileage and expenses payments.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Payroll and Pensions Team Leader

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

- 5 GCSE's at Grade C or above
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Knowledge

- Knowledge of payroll or HR a benefit but not essential
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Experience

- Office experience would be advantageous but is not essential
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Skills

- Proficient in the use of Microsoft Word, Excel and Outlook
- Good communication skills, written and oral



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