

HR & Payroll Apprentice

Grade

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Contract Type

Home Worker 1

People Shared Services Manager



HR and Payroll Apprentice

Department

**HR & Learning and
Development**



**HR Shared
Services**

Role Overview

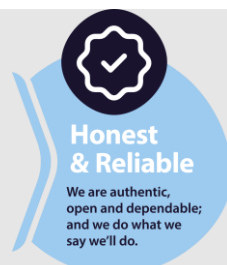
Working within the shared services team providing administrative support for HR and Payroll processes.

Carrying out all activities and providing timely responses to customer queries in line with business policies / procedures adhering to statutory requirements ensuring confidentiality and strong customer service.

RESPONSIBILITIES

- Learn and understand the Group's processes involved in administering the monthly HR & Payroll data and information in line with business deadlines.
- Assist with the monthly HR and Payroll reports to be distributed to relevant stakeholders across the business.
- Support HMRC compliance by administering Tax code and Student Loan notices.
- Check calculations for statutory entitlements such as Sick pay, Parental Leave and Pay in line with company policy and procedure.
- Update pension and health cash plan information in accordance with deadlines set by external providers.
- Provide administrative support in recording employee changes into Open HR Systems and carrying out activities relating to the employee life cycle.
- Respond to any queries across HR Shared Services using the appropriate method of communication with a strong customer service approach. Escalating any queries where required.
- Learn and operate both Open People and Open HR systems to encourage good working knowledge of monthly HR & payroll processing.
- Maintaining the electronic filing systems for personnel and payroll files, ensuring all employee records are up to date on the HR/Payroll system.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ Strong Customer Service skills
- ✓ Ability to prioritise tasks to keep up with changing demands
- ✓ Ability to commit to the values of the group
- ✓ Positive team player with a 'can-do' attitude
- ✓ Demonstrate integrity and resilience
- ✓ Self-motivated, and demonstrates drive and enthusiasm

ESSENTIAL REQUIREMENTS

- ✓ Maintain strict confidentiality and discretion in relation to sensitive personal information
- ✓ Good attention to detail and be able to maintain accuracy
- ✓ Ability to communicate clearly and effectively both written and verbally
- ✓ Able to follow instruction, with a willingness to learn new tasks and take responsibility for own development
- ✓ Basic ICT skills, be proficient in the use of Microsoft office.
- ✓ GSCE Maths and English at Grade C/Level 5 or above (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Experience of working within a regulated environment with knowledge and understanding of compliance
- ✓ Access to a vehicle to travel when required
- ✓ Prior experience of working with HR/Payroll systems
- ✓ Some knowledge of Microsoft Excel and experience of formulas.