

**Job Description**

**Corporate Services & Strategy
Organisational Development Division**

Post Title	Transactions Support Assistant		
Post Number	BG00119, BG00122, BG01480 – BG01482	Grade	Scale 4
Base	Civic Centre Ebbw Vale	Hours of Work	37 Hours
Car User Allowance	Approved Casual	Disclosure	None
Contact	Transactions Team Leader	Updated	July 2014

Principal Job Purpose

Responsible to: Transactions Team Leader

Responsible for: Supporting the OD Division in providing an effective and efficient HR transactional service to the Authority's Directorates

Principal Accountabilities

1. To support the Operational HR teams in the delivery of an efficient and effective recruitment and selection service to the Authority's Directorates by undertaking the co-ordination of the recruitment and selection administration which will include the following:
 - Recruitment advertisement including liaising with the Authority's Advertising Agency in the timing and placing of such adverts in the appropriate media and ensuring the orders are processed.
 - Maintaining and updating a comprehensive set of job descriptions and person specifications
 - Organising shortlist and interview panels with the appropriate officers
 - All correspondence including letters of appointment, contracts of employment and employment forms
 - Co-ordination of the probationary period
2. To support the OD Division including the Head of Organisational Development, Health and Safety Section and the Operational Teams in the delivery of an effective transactional service.
3. To be responsible for the updating and maintenance of the iTrent HR/Payroll System, Organisational Charts and any other relevant records for all County Borough employees, for utilisation by all staff within the Division.
4. To maintain and develop computerised databases to produce statistical analysis for corporate, local and divisional Performance Indicators.

5. To co-ordinate and process all Notification of a New Starter, Notification of an Amendment and Notification of a Termination forms from service directorates to the payroll section ensuring that they meet the appropriate payroll deadlines and that all correspondence is completed, databases updated and the end of contracts, secondments and honoraria payments are monitored.
6. To administer requests under the Authority's work life balance policies.
7. To co-ordinate the recruitment of temporary agency employees in line with the Authority's protocols liaising with the recruitment agency as required.
8. To assist in the operation of the following and provide advice and guidance to managers and employees on all aspects of the function.
 - Pre-employment processes and procedures, including undertaking DBS checks;
 - The administration and delivery of training and development activities;
 - Operational activities as required
9. To respond to enquiries from employees, members of the public, Trade Unions and other departments and where appropriate forward queries to the relevant officer for action.
10. To ensure confidentiality and compliance with all relevant codes of practice including data protection, access to information including medical records.
11. To liaise with relevant external agencies, officers of other departments and Trade Union representatives in order to undertake the day-to-day activities.
12. To continually review work practices and processes making amendments to improve the delivery of the transactional function.
13. To comply with the relevant sections of the Authority's Policy Statement on Health, Safety and Welfare at Work.
14. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
15. To cover in the absence of colleagues on the transactional section as directed and to undertake any other duties as directed by the Head of Organisational Development.

I. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
<ul style="list-style-type: none"> Good educational attainments and possession of NVQ III in Business Administration or equivalent qualification together with proven working experience in a busy office environment 	Essential	✓		Competency Test	
<ul style="list-style-type: none"> Clait or ECDL, or equivalent 	Essential	✓		Test	
Other experience					
<ul style="list-style-type: none"> Experience of using Microsoft office applications 	Essential	✓		Test	
<ul style="list-style-type: none"> Experience of iTrent HR/Payroll System 	Desirable	✓			
<ul style="list-style-type: none"> Experience of working in a Human Resources Environment 	Desirable	✓			
Knowledge/Skills					
<ul style="list-style-type: none"> Knowledge of general office best practice e.g. effective management of information 	Essential		✓		
<ul style="list-style-type: none"> Knowledge of the principles of good employment practice 	Desirable		✓		
<ul style="list-style-type: none"> Knowledge of the appropriate employment legislation i.e. Data Protection Act and Freedom of Information Act 	Desirable		✓		
<ul style="list-style-type: none"> An understanding of the Local Government working environment 	Desirable		✓		

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets		✓		✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

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		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓