

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Reward & Recognition - Support Officer	JEID	R0314
Salary Grade:	Scale G		
Team:	Reward & Recognition		
Service Area:	Workforce Services		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager – Reward and Recognition		
Responsible for:	n/a		

Role Purpose

Play an active role in the workforce service to co-design, implement and deliver customer focussed services that support the delivery of the our people strategy and service offer for Reward & Recognition.

Role Responsibilities

Generic

Your work is likely to be tactical, and focused on the day-to-day delivery of tasks. You'll gather information to use in your role, and use information to understand your work, organisation and profession. You'll work with and deliver immediate and short-term outcomes for your manager, colleagues and customers.

- Day to day planning of operational tasks specific to specialist area to ensure delivery in line with relevant SLAs and guidelines
- Work collaboratively with the team to meet the outcomes of the service delivery plan
- Develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and internal and external customers.
- Process data and information and independently interpret and analyse information to solve difficult problems.

- Deal with difficult customer or system queries relating to specialist area
- Work within agreed policy and procedural frameworks and develop relevant processes for specialist area.
- Support Practitioners to develop business cases and board reports
- Deliver actions arising from Workforce Projects
- Support Practitioners to deliver workforce solutions and interventions
- Make decisions within recognised guidelines
- Identify areas of service improvement & simplification

Specific

- Complex HR support activities

Assist with the research, administration, and implementation of new employee benefits.
Management of the administration of the employee benefits portal

- Complex IT and system support

Operate complex administrative systems and procedures within the team

- Office management & financial support

Undertake complex finance business support duties in accordance with approved procedures, to provide a frontline customer response service and resolve complex queries in relation to employee benefits.

- Newsletters and Communications

Create and edit newsletters with updates to WCC and schools (where required) to ensure customers are kept informed regarding employee benefits and to maximise uptake.

- Intranet content and EDRM content

Regularly review employee benefit information contained on the intranet pages and work to improve the content to ensure it is simple, easy to find, easy to understand and enables customers to self-serve.

- Data input and interrogation

Including the reviewing and management support to authorise salary sacrifice orders onto the employee benefits portal.

- Team and colleague support

Assisting with teams on projects that they are currently working on.

This list is not exhaustive but gives a general outline of the types of activities that fall within the definition of a Workforce Support Officer.

You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act. You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.

You will undertake as necessary any other duties that may be required by Warwickshire County Council.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Able to demonstrate a detailed knowledge, awareness and understanding of the range of tasks, practices and procedures relevant to the specialist area.	A, I
Excellent IT skills, ability to use a variety of packages, and systems inc Excel, Word, PowerPoint and Google.	A, I
Excellent organisational skills, ability to prioritise, manage diary and work on own initiative, within a fast paced environment.	A, I
Ability to, and experience of, accounting for or having responsibility for financial resources, including working with financial spreadsheet.	I
Ability to organise own workload and decide priorities.	A
Ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	A, I
Ability to deal with interruptions and use own initiative, to respond independently to unexpected issues and situations that arise.	I
Ability to independently interpret and analyse information and facts to solve a variety of problems.	A, I
High level of interpersonal skills with the ability to communicate a variety of information in person and/or in writing to a range of people.	A, I
Ability to deal with sensitive issues tactfully, observing confidentiality.	A, I
Willingness to learn and engage in new systems and process being developed within the team, and participate in in house development to support role as required.	I

Desirable Criteria

Assessed By:

CIPD Level 3 (Foundation Certificate in People Practice)	A
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Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse

<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	