

Job Description

For Apprenticeship 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:	Apprentice Workforce Assistant – Payroll	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Payroll		
Service Area:	Pay and Systems – Workforce Services		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager		
Responsible for:	N/A		

Role Purpose

Play an active role in the workforce service to co-design, implement and deliver customer focused services that support the delivery of the Our People Strategy and service offer.

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 3 Payroll Administrator apprenticeship aligned to this role.

Role Responsibilities

The role responsibilities outlined here will be practiced, learned, and eventually mastered by the apprentice, under guidance and supervision from the line manager and their colleagues.

Generic Tasks

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 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
- Deal with day-to-day customer queries
- Work within agreed policy and procedural frameworks
- Deliver actions arising from Workforce Projects
- Make decisions within recognised guidelines
- Identify areas of service improvement & simplification

Specific Tasks

Customer Support – Answering customer queries regarding pay and escalating issues to senior team members where necessary.

Payroll – Complete basic payroll calculations and provide support with payroll tasks and processes, including all types of input onto the payroll.

Service improvements – Utilise emerging technologies, including AI and automation, to modernise payroll operations. Identify opportunities to improve processes, increase efficiency, and enhance data accuracy through digital solutions and innovative ways of working.

Project Support – Supporting Practitioners and other team members with administrative tasks for payroll projects.

Data Management – Providing simple data analysis to support payroll related projects, making sure data is accurate and adheres to the relevant policy or guidance, and helping to develop reports and data checks

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:

The ability to communicate with other people confidently and coherently, in person and/or in writing	A, I
Good literacy and numeracy skills, in part evidenced by GCSE passes at grade 9 – 4 or equivalent	A, I, D
Familiarity with standard IT software such as Microsoft Office and email	A, I
The ability to organise own workload and meet deadlines	A, I

A willingness to learn new knowledge and skills	A, I
A positive attitude towards working in a team and/or with customers	A, I
The ability to organise own travel requirements to attend work settings as and when required	A, I

Desirable Criteria

Assessed By:

A keen interest in the career pathway enabled by this apprenticeship	A, I
Any previous work experience in a customer service and/or office environment	A, I
Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, the Cadets, National Citizenship Service, or charity work	A, I
Knowledge of and interest in working for Warwickshire County Council and/or public services	A, I

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 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 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):	