

Role: Senior HR Helpdesk Advisor
Department: HR Delivery
Salary: From £22,500 per annum
Responsible to: Team Leader

Job Purpose:

Provide first line management of HR Helpdesk Advisors to deliver an effective and comprehensive service of all Recruitment, HR and Payroll services to a wide customer base, including NHS, Local Authority, Corporate, Pensions, Education and other sectors, ensuring high levels of customer service to a timely delivery.

Main duties and responsibilities:

- Support in the management of the daily and monthly workload, including helpdesk enquiries, proactively utilising system dashboards. Allocate work items via relevant system, to ensure work is distributed appropriately, in accordance with all Service Level Agreements and workload targets, taking into account, staff availability and other influencing factors. Communicate daily workload plan with team.
- Create, maintain and update employee records across numerous systems, leading on complex work tasks, in accordance with the appropriate procedures, regulations and standards. Ensure that all employees receive the correct HR documentation to a defined and consistent standard; are paid accurately on time and that all notifications are authorised to meet deadlines and minimise errors. Provide other functions and/or other organisations, where appropriate, with relevant data to ensure a seamless service.
- Identify and take action to resolve issues and areas of concern, be accountable to take preventative measures and promptly raise any areas of concern with the Team Leader.
- Act as an escalation point on complex customer enquiries. Retrieve data to support responses to enquiries, correspondence and reports. Work with HR Helpdesk Advisors to increase first line resolutions and take a leading role in implementing integrated working and team development across HR Delivery to reduce call volumes.
- Actively seek and maintain a thorough knowledge and understanding of current, relevant regulations, legislation, statutory requirements and customer terms and conditions and lead in ensuring the team share the same understanding.
- Provide interpretative advice on terms and conditions and Recruitment, HR and Payroll legislation.
- Plan and organise own work, deal with both routine and unexpected tasks. Work closely with all HR Advisers across HR Delivery and actively attend and participate in monthly HR Adviser meetings. Demonstrate thorough knowledge and understanding of a range of integrated HR/Payroll practice to operate flexibly across the teams to meet demands on the business and support multidisciplinary working. Full awareness and contribution to achieve Business Key Performance Indicators (KPI's).

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- Proactively establish excellent working relationships with key HR and Business stakeholders across our client base. Maintain high focus on customer service through regular contact via e-mail and telephone, attending service review meetings, customer training, providing advice, solutions and information. Undertake investigation and resolution on any identified issues. Manage the impact and communicate this to the Team Leader.
- Actively work towards the encouragement of the team and individuals' development through supervision. Identify training needs as appropriate to ensure the achievement of individual personal development and action plans.
- Take a leading part in complex projects and activities that enhance the running of the centre. Support with the organisation of high level user acceptance testing and system development / process improvement activities. Communicate and liaise with management to gain sign off
- Contribute positively towards Team and Business objectives and targets, using your own initiative and as set by management through your action plan, demonstrating Cantium's Values. Provide a 'can-do' approach to your work and tasks and use initiative to make improvements with customer focus and efficiency at the forefront of your actions
- Represent the wider team at user groups, team meetings, stakeholder meetings and cover any delegated responsibilities of the Team Leader, as specified by HR Delivery Managers.
- Participate in the recruitment and selection process for staff into Cantium, contribute to the planning and delivery of the HR Delivery induction and training programme for newly appointed team members and ensure the programme is kept up to date, relevant and completed.
- Any other duties consistent in nature with those outlined above

Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key
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principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

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Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

Filename: Senior HR Helpdesk Advisor

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Person Specification

Qualifications	<ul style="list-style-type: none"> • Willingness to work towards Intermediate Certificate in HR Practice (formerly Chartered CPP) or Foundation Degree in Payroll • Management
Experience	<ul style="list-style-type: none"> • Significant experience within an operational payroll / personnel /recruitment team • Significant ESR, Oracle, I-Trent, Altair and/or other systems • Experience in developing and implementing personnel/payroll/recruitment.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication and systems skills, including Excel and Word • Excellent accuracy and attention to detail • Adept at dealing with confidential and sensitive information and dealing with complex queries providing interpretative advice and guidance • Establish excellent partnership working with Managers and other partners • Ability to take senior level responsibility within own team • High capability for managing own workload and that of others, delivering to tight deadlines and work under pressure • Ability to learn quickly and enhance processes, suggesting and supporting the application of changes easily and showing others. • Ability to take on a lead part in projects and activities that will enhance the running of the centre and improve the customer experience • Ability to develop and maintain excellent working relationships with colleagues, to promote a flexible and supportive approach to team working and encouraging wider use of skills across the whole of centre
Knowledge	<ul style="list-style-type: none"> • Full and thorough understanding of personnel admin / payroll /recruitment processes, practices and legislation • High calibre customer care procedures and best practice • Excellent knowledge of GDPR and confidentiality • General awareness of financial regulations • Excellent knowledge of employment legislation and various Terms and Conditions of Service • Aware of and commitment to equality and diversity

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