

Technical Officer – HD-One – Grade 8

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

This role is part of the HD-One Transactional Shared Service Centre. We provide support in payroll and personnel administration, business intelligence, organisation structure management, procurement, financial accounting, accounts payable and debt management. With one team we can provide best practice processes and systems. The HD-One Shared Service Centre is always looking for better and smarter ways to work to ensure that a wide range of services drive through transactional efficiencies and provide value for money in accordance with customer need, council priorities and legislative requirements.

This role will provide direct delivery of payroll, accounts payable and debtor management outputs on behalf of the authority and its external clients. You will report directly to the HD-One Team Leader with functional responsibility for the technical area.

This role is based within [Corporate Strategy, Commissioning & Public Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

Supporting a range of both internal and external clients/customers in a highly customer focused environment you will be a first point of contact for customers on the technical aspects of Employee Services or Financial Services transactions.

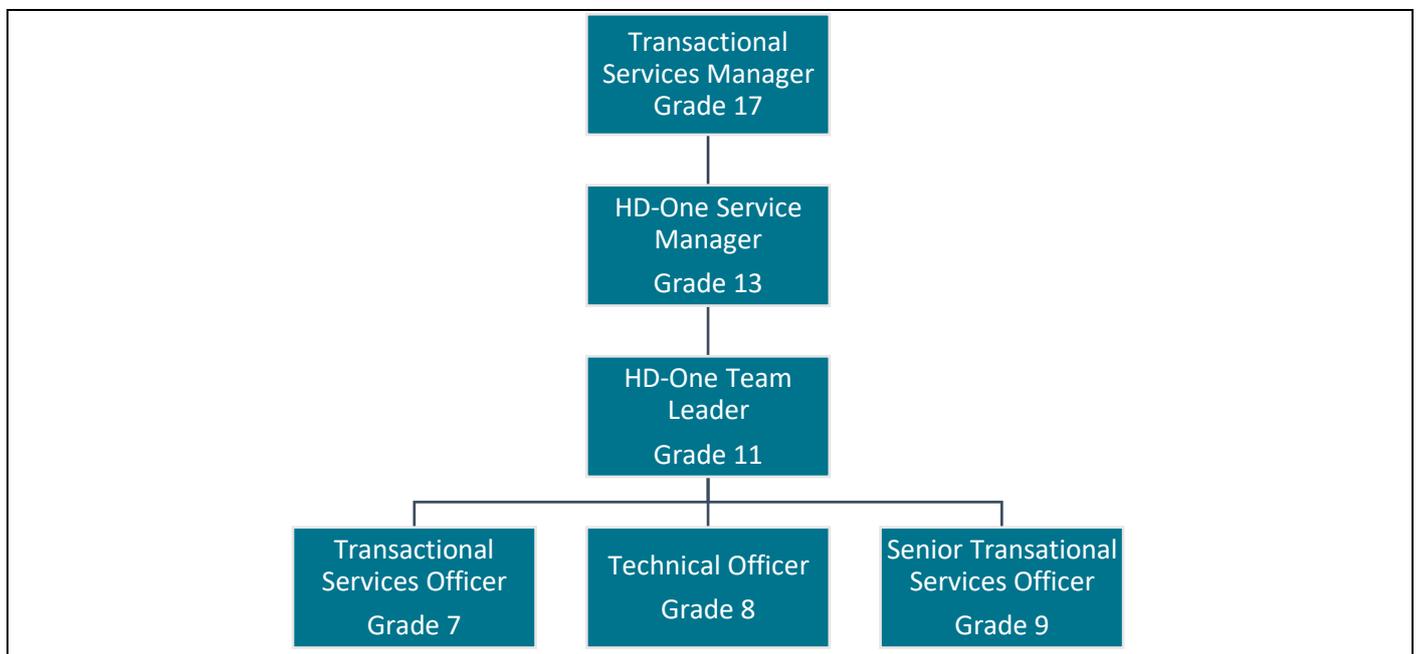
Working as part of a team, you'll provide a flexible and responsive technical support service through a range of duties. These functions include:

- Provision of quality assurance and timely production and transmission of SAP outputs, including Payroll, Accounts Payable and Debtors. Scrutiny of data to identify anomalies and errors and issues. Handling and resolution of any subsequent issues arising from such outputs.
- Compliance with the councils and external clients HMRC statutory responsibilities and taking direct action to ensure minimisation of risk arising from mis-declarations or non-compliance.
- Provision of statutory reporting on returns made.
- Administration of employees related schemes and initiatives
- Provision of technical helpdesk functionality to the authority and clients in respect of HMRC related queries.

Whilst your work will be focused on either Employee Services or Financial Services, you may be required to work across all transactional functions dependent upon the needs of the service and its customers.

- Deals with confidential information in a sensitive manner
- Information and records are kept up to date
- Complex enquiries are responded to and resolved, including through signposting
- Takes a proactive approach to ensure work is planned to meet targets, standards, and deadlines
- Uses IT appropriately and proactively to improve efficiencies.
- Ensures that information management is secure and fit for purpose
- Uses manual and computerised systems to carry out calculations, data input and information management to deadlines
- Work with other members of the team to ensure that all deadlines are met, and that processing is carried out in a timely, accurate manner
- Ensures all HMRC responsibilities are discharged in a timely and accurate manner. Issues are escalated at the earliest opportunity
- Takes a customer focused approach to their work
- Positively promotes self-service functionality within SAP
- Contributes to development work and user acceptance testing when required, as specified by the Team Leader
- Proactively scrutinises data and investigates exceptions to resolve the issue, ensuring correct payment is made.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Strong IT skills to support working with packages such as Word, Excel, and Access as well as specific IT packages.	Essential
A comprehensive understanding of relevant legislation and guidance relevant to the area of expertise and working knowledge.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Literacy skills to be able to produce routine documentation.	Essential
Numeracy and analytical skills to be able to perform accurate financial and arithmetical calculations and correct errors.	Essential
Experience in a finance related function.	Essential
Knowledge and experience of maintenance and administration in at least one area of SAP functionality.	Essential
Demonstrates excellent customer service and interpersonal skills at all times.	Essential
Proactively sees things from the customer / employee perspective in order to meet their needs.	Essential
Is committed to personal career development and is proactive in seeking and undertaking further training opportunities.	Essential
Is an excellent team player and works hard to contribute to team goals.	Essential
A flexible approach to working hours and ability to prioritise own workload in order to achieve deadlines.	Essential
Understands requirements of their role and the contribution that their work makes to both HD-One and the Council.	Essential
Accepts a standard DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

DBS check at an appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Payroll	Grading ID	64670
Job ID	80101658	Last Updated	March 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Standard
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		