

## HD-One Transactional Services Officer – Grade 7

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 Shared Service Centre. We provide support in payroll and personnel administration, business intelligence, organisation structure management, procurement, 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 process the delivery of payroll, accounts payable and debtor management transactions on behalf of the authority and its external clients. You will report directly to, and be supported by, a HD-One Senior Transactional Services Officer.

This role is based within Corporate Services, HD-One. Click here to find out more [●](#)

To find out more about working for Kirklees please click [here](#)

### The Job

Supporting a range of both internal and external clients/customers in a highly customer focused environment; you will be the first point of contact for customers.

Working as part of a team, you'll provide a flexible, timely and responsive transactional service through a range of deadline driven, IT system based, duties.

These functions include:

- Employee Services Payroll & Personnel Administration – Payroll input, setting up new starters, changes to existing employees, administering additional payments and issuing contracts of employments
- Procurement - Order management, invoice automation and payment of invoices
- Finance - Handling income and debtor management to customers of the council, loading bank statements to SAP, managing journal transactions, and financial input to general ledger

You will effectively handle queries from internal and external clients/suppliers through telephone, email and occasionally in person, providing a customer focused response.

Whilst you will be focused in Employee Services, Finance or Procurement, you may be required to work across all transactional functions dependent upon the needs of the service and its customers.

### Job Checklist

- Uses manual and computerised systems to carry out calculations, data input and information management to deadlines
- Day to day enquiries are responded to and resolved, including through liaising with others
- Deals with confidential information sensitively
- Information and records are kept up to date
- Maintain a professional approach to relationships with clients and partners to provide a seamless service.
- Takes a proactive approach to ensure work is planned to meet targets, standards and rigid deadlines in a time pressured environment.
- Uses IT appropriately and proactively to improve efficiencies. Ensures that information management is secure and fit for purpose
- 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
- Takes a customer focused approach to their work
- Positively promotes self-service functionality within SAP
- Contribute to development work and user acceptance testing when required as specified by the Senior Transactional Officer

Please click [here](#) to see your responsibilities related to safeguarding.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A flexible, professional individual with a positive approach who is open to new ways of working, you will be keen to provide excellent customer service. You will be positive, with a helpful “can-do” attitude and excellent interpersonal skills.

You will enjoy working with people and working as part of a team. With a friendly, supportive and respectful manner you'll enjoy the opportunity to engage with a wide range of customers both internally and externally to the council. Your excellent communication and IT skills will underpin and support this.

In this role you will be supported and encouraged to gain new skills, and experience to equip you to develop in your role and to progress within HD-One.

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

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

## Person Checklist

- Strong IT skills to support working with packages such as Word, Excel and Access as well as specific IT packages
- Literacy skills to be able to produce routine documentation
- Numeracy skills to be able to perform accurate financial and arithmetical calculations
- Experience in a finance related function.
- Knowledge and experience of maintenance and administration in at least one area of SAP functionality
- Demonstrates excellent customer service and effective interpersonal and communication skills at all times
- Proactively sees things from the customer/employee perspective in order to meet their needs
- Is committed to personal career development and is proactive in seeking and undertaking further training opportunities
- Is an excellent team player and works hard to contribute to team goals
- A flexible approach to working hours in order to achieve deadlines and consider the needs of other team members
- Understands requirements of their role and the contribution that their work makes to both HD-One and the Council.
- A broad understanding and ability to provide advice and explanation on one or more area of HD-One functionality

*This Role 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 Recruitment Purposes:** In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.