

OPERATIONAL PLAN: HR Payroll Service

Relevant Council Aim/s: All

Relevant Council Approach/es: All

**Service Objective: To support the Council in attracting and retaining the right people.
To provide a HR & Payroll service to meet the needs of service areas and ensure compliance with statutory requirements
To ensure the timely and accurate payment of salaries to all employees and members and to provide statutory information to HMRC & other government bodies**

Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
		2009/10	2010/11	2011/12	
1. Provide support & advice to service areas on the recruitment & selection of staff	i. Current guidance is available to managers and staff	100%	100%	100%	HRM
	ii. Up to date JD's/PS available for advertised posts (provided by service areas in correct format)	100%	100%	100%	
	iv. Supporting the joint recruitment for Growth agenda posts	ongoing	ongoing	ongoing	
	v. Provision of advice and guidance on pay, benefits and marketplace trends	ongoing	ongoing	ongoing	
	vi. Employment checks are completed prior to the candidate taking up employment.	100%	100%	100%	
	vii. CRB check/risk assessments completed where required	100%	100%	100%	

2. To provide support and guidance on vacancy and advertising management	i. Maintaining advertising contract with Tribal. Reviewing advert style and marketing approach and costs.	ongoing	ongoing	ongoing	HR co-ord
	ii. Improving application methods including on-line	ongoing SF714	ongoing	ongoing	HR co-ord
3. Provide support and advice to managers on the appointment of staff	i. Preparation of employment contract documentation and completion of pre-employment checks prior to start date where correct forms are rec'd by HR.	100%	100%	100%	HRM/team
	ii. Processing employee starter information for payroll and personnel files where correct forms are rec'd by payroll deadline.	Employee paid on first pay date -100%	Employee paid on first pay date -100%	Employee paid on first pay date -100%	HR co-ord /Payroll Officer
	iii. Advising managers in respect of relocation agreement issues & training agreements	ongoing	ongoing	ongoing	HR co-ord
4. Provide support and advice on new starter and retention issues	i. Current Probation policy guidance available to managers	Ongoing	Ongoing	Ongoing	HR Officer / HR co-ord
	ii. Support and improve the corporate Induction process	Ongoing	Ongoing	Ongoing	HR co-ord
	iii. Identifying & providing advice on post-recruitment issues	Ongoing SF714 – 65% SF713 – 11.5%	Ongoing SF714 – 70% SF713 – 11%	Ongoing SF714 – 75% SF713 – 10.5%	HR Officer / HR co-ord

5. Provide support and guidance to service managers on performance management issues	i. Current Probation policy guidance provided to managers and staff.	100%	100%	100%	HR co-ord
	ii. Appraisal scheme guidance reviewed and available to staff and managers	ongoing SF714 – 65%	ongoing SF714 – 70%	ongoing SF714 – 75%	HR Officer
	iii. Support managers in the application of capability, sickness management and disciplinary policies.	ongoing BV12- 9.5 BV15- 0.4	ongoing BV12- 9.0 BV15 – 0.4	ongoing BV12 – 8.5 BV15 – 0.4	HR Officer/HR co-ord

6. Developing skills and competencies to deliver the council's objectives	i. Commissioning & administering of cross cutting & corporate training to meet 3 A's	Ongoing SF714 – 65%	Ongoing SF714 – 70%	Ongoing SF714 – 75%	HR Officer
	ii. Advising and resourcing appropriate corporate training	ongoing	ongoing	ongoing	
	iii. Review training and development policy and agreement scheme	ongoing	ongoing	ongoing	
	iii. Advice, support and training for managers on the completion of appraisals and personal development plans	100% SX 020 return rate dependant on service mgrs	100% SX 020 return rate dependant on service mgrs	100% SX 020 return rate dependant on service mgrs	
	iv. Introduction of the management learning framework	September 2009	Review	Review	
	v. Advise on, and facilitate a variety of learning & development opportunities	ongoing	ongoing	ongoing	
vi. Advise EMT on succession planning	December 2008	ongoing	ongoing		

7. Support organisational change initiatives	i. Achieving Investor in People standards – working towards continuous improvement	March 2009 SF714 – 65%	Ongoing SX714 – 70%	March 2012 SX714 – 75%	HR Officer
	ii. Supporting managers with restructures following service reviews	Ongoing	Ongoing	Ongoing	HRM/HR team
	iii. Housing Futures project: • Transfer & post transfer retained services • Retention	01.04.2010 Ongoing	Ongoing Ongoing	Ongoing Ongoing	HRM/ HR Officer
	iv. Market testing & outsourcing of services including shared service initiatives	Ongoing	Ongoing	Ongoing	HRM
8. Promote and achieve equality & diversity in employment	i. All HR policies reflect the current equalities legislation	Ongoing	Ongoing	Ongoing	HRM
	ii. Equality Impact Assessments are completed on all HR policy reviews	As per review timetable	As per review timetable	As per review timetable	HRM
	iii. Recruitment and selection processes are free from discrimination and bias	Ongoing	Ongoing	Ongoing	HR Officer
	iv. HR system accurately reflects the diversity of the organisation	Ongoing	Ongoing	Ongoing	HR co-ord
		BV11a – 36% BV11b – 4.5% BV11c – 4.5% BV16a – 8.7% BV17a – 5%	BV11a – 38% BV11b – 4.7% BV11c – 4.7% BV16a – 8.75% BV17a – 5.5%	BV11a – 39% BV11b – 4.8% BV11c – 4.8% BV16a – 8.75% BV17a – 5.5%	

<p>8. cont Promote and achieve equality & diversity in employment</p>	<p>v. Job Evaluation and Equal Pay exercises:</p> <ul style="list-style-type: none"> • JDQs complete for all roles • Job evaluations completed • Pay modelling complete • Single status agreement complete * • Implementation of new pay and grading scheme* <p>* dependant on unions co-operation</p>	<p>30.09.2009 31.10.2009 31.12.2009</p>	<p>01.04.2010* 01.04.2010*</p>		<p>HRM/ Job Analyst</p>
<p>9. To provide up to date policies, procedures & guidance to employees & managers</p>	<p>i. Policies and procedures are reviewed to reflect:</p> <ul style="list-style-type: none"> • Legislative or regulatory changes • Best practice • Organisational Aims, Objectives and Priorities <p>ii. Up to date policies and procedures are communicated and made available to managers and staff.</p> <p>iii. Managers are trained on new regulatory requirements.</p>	<p>Ongoing Ongoing Ongoing</p>	<p>Ongoing Ongoing Ongoing</p>	<p>Ongoing Ongoing Ongoing</p>	

10. Support and advise service areas on employment related issues	i. Provision of timely and current advice and guidance to support managers including the following: <ul style="list-style-type: none"> • Restructures • Redundancy • Management of Sickness absence • Discipline and grievance • Capability • Transfers (TUPE) 	Ongoing	Ongoing	Ongoing	HRM
11. To ensure that employees and members are paid accurately and in a timely manner	i. Employees and elected members are paid on the last working day of the month. ii. Pay and allowances are paid correctly	Ongoing	Ongoing	Ongoing	Payroll Officer
12. To complete year end processes to deadlines	i. P11D, Tax, NI information is identified and processed as per statutory requirements ii. Payroll data is passed to Finance to meet budget and end of year timescales.	1.07.2009	1.07.2010	1.07.2011	Payroll Officer
13. To implement annual pay and allowance awards	i. Pay and allowances are correctly applied to the system				
14. To provide employee and member pay data to HMRC and other external bodies as per statutory requirements	i. P11D, Tax, NI information is identified and processed as per statutory requirements	31.08.2009	31.08.2010	31.08.2011	Payroll Officer

15. To provide information to the LGPS administering organisation to ensure the accurate and timely collection of contributions and payment of pensions	<ul style="list-style-type: none"> i. Provision of new starter pension details to CCC. ii. Timely provision of leaver information to CCC. iii. Contribution rates are correctly calculated and applied to employees' pay deductions 	Ongoing	Ongoing	Ongoing	Payroll Officer
16. To Pay Mileage claims	<ul style="list-style-type: none"> i. Mileage claims rec'd by Payroll prior to the cut off date are paid ii. Improvements to the scheme are identified and implemented. iii. Efficiency savings are realised iv. Environmental and sustainable transport options are implemented 	Ongoing	Ongoing	Ongoing	Payroll Officer
	ii. Improvements to the scheme are identified and implemented.	Ongoing	Ongoing	Ongoing	
	iii. Efficiency savings are realised	Ongoing	Ongoing	Ongoing	
	iv. Environmental and sustainable transport options are implemented	Ongoing	Ongoing	Ongoing	
17. To administer the contract hire car scheme	<ul style="list-style-type: none"> i. Information relating to the scheme is provided to applicants ii. Quotations for cars are obtained and cars are ordered in a timely manner iii. Improvements to the scheme are identified and implemented. iv. Efficiency savings are realised v. Environmental and sustainable transport options are implemented 	Ongoing	Ongoing	Ongoing	Payroll Officer
	ii. Quotations for cars are obtained and cars are ordered in a timely manner	Ongoing	Ongoing	Ongoing	
	iii. Improvements to the scheme are identified and implemented.	Ongoing	Ongoing	Ongoing	
	iv. Efficiency savings are realised	Ongoing	Ongoing	Ongoing	
	v. Environmental and sustainable transport options are implemented	Ongoing	Ongoing	Ongoing	
18. To administer the Long Service award scheme	i. Long service awards are given to qualifying staff	Ongoing	Ongoing	Ongoing	Payroll Officer