

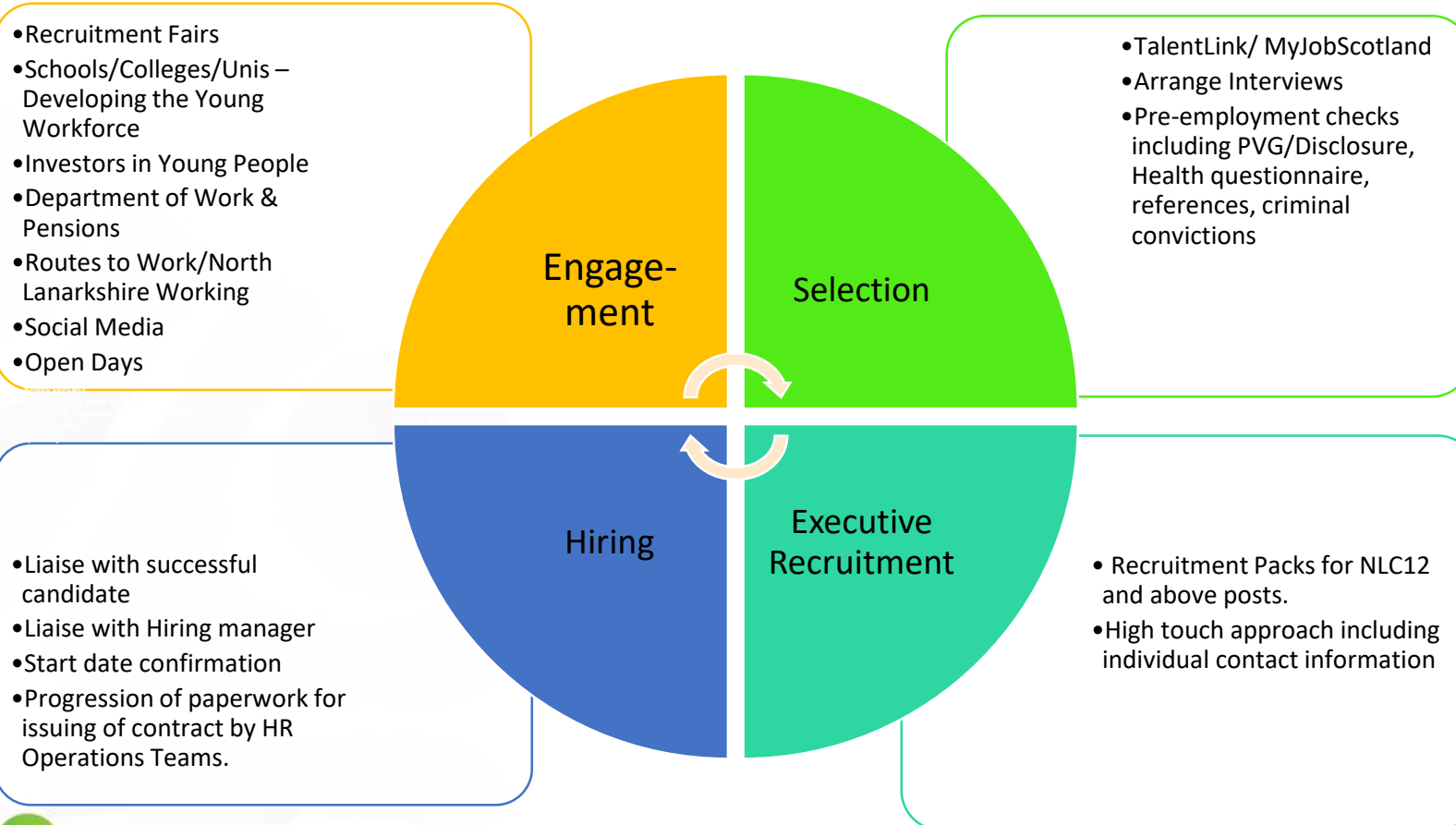
1. Strong Leadership
2. Good Communication
3. Highly trained and multi-skilled
4. Continually improving
5. Customer focused



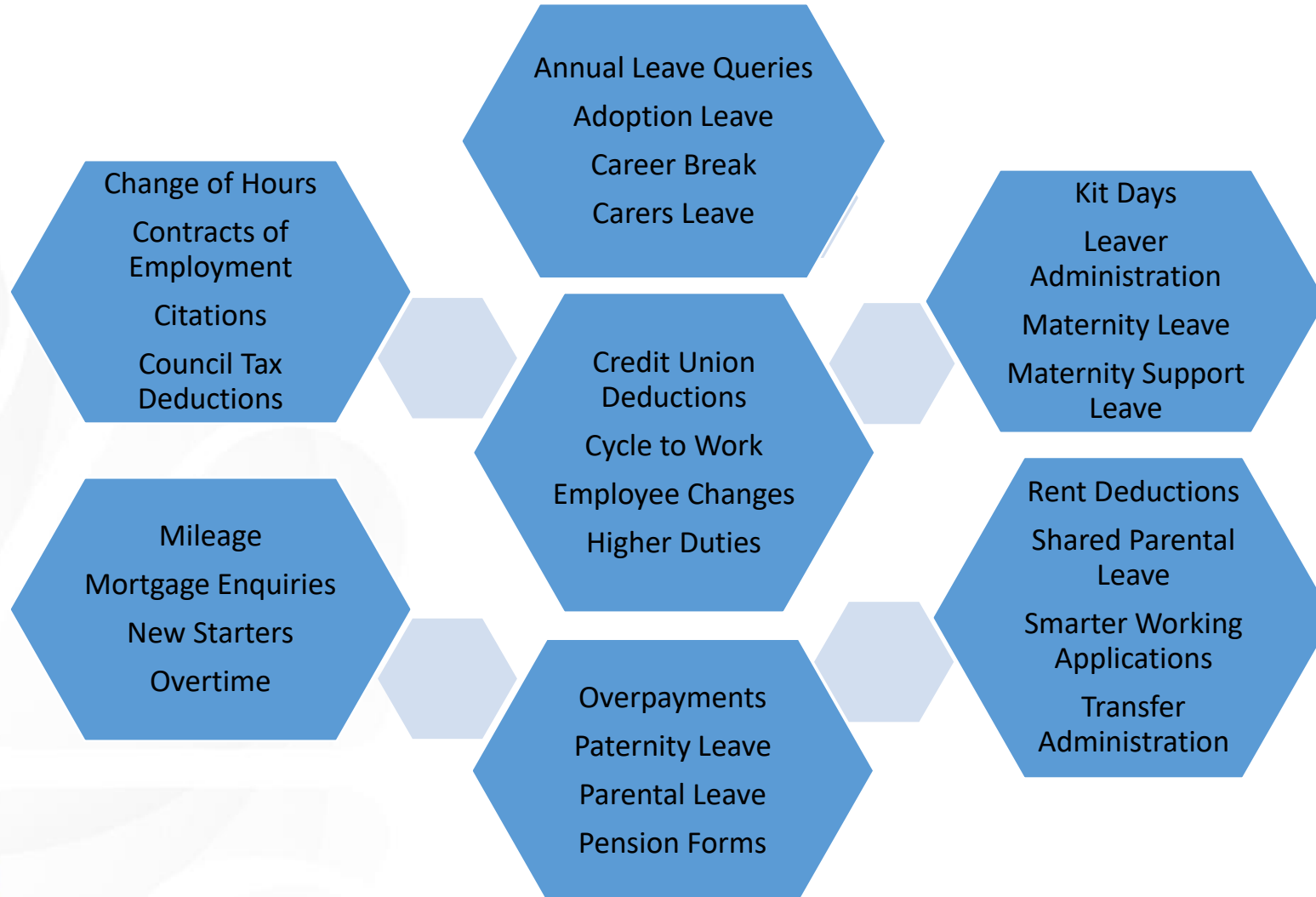
To provide a highly responsive, professional and customer focused transactional HR and Payroll service to all employees within North Lanarkshire Council.



# Recruitment



# HR Operations



# Payroll & Pension



## Calculate Pays:

- Calculate deductions – Tax, NI, Pension etc
- Check pays to ensure that they are correct
- Calculate Overpayments
- Process Faster Payments

## Clear and reconcile Payruns:

- Produce files to HMRC and BACS for electronic transfer
- Produce payslips – E-payslip and paper
- Reconcile General Ledger
- Childcare Vouchers

A screenshot of a spreadsheet titled 'General Ledger'. The table has columns for Date, Description, Post Ref, Debit, Credit, and Balance. The word 'General Ledger' is also written at the bottom of the spreadsheet.

General Ledger					
Account					Account Num
Date	Description	Post Ref	Debit	Credit	Balance



## Pensions:

- Ensure pension is deducted at the correct rate
- Auto Enrolment
- Regularly report to pension agencies – SPFO, SPPA, NEST etc
- Retirement applications, opt out of pension and other pension forms

## Other Tasks:

- Upload data from HMRC – tax code changes
- Third Party Claims, Employer's Liability, Specification of Documents
- Queries referred from Helpdesk





# People Helpdesk

Provides high quality first-point of contact HR, payroll & recruitment advice and guidance to managers and staff on a wide range of enquiries via telephone and email.

Also handle enquiries from external agencies and recruitment applicants.

Process Jury Citations.

Arrange/Undertake PVG & Disclosure appointments.

Calculate Annual Leave abatements.

Maintain 'myNL' – POD website.

Our aim is to resolve at least 80% of all Helpdesk enquiries from your initial contact, but if unable to, we will progress it to the appropriate team to resolve.

The team has an active role to play in responding to HR and payroll enquiries, and applying procedure to resolve problems, whilst ensuring enquiries are dealt with timeously and appropriately.

They will also identify to specific Managers within the ESC, Business Partnership, ER Team or TOD repeated enquiries raised or issues arising from HR policy or procedure to help us provide additional guidance as appropriate.

# Workforce Systems & Analytics

The Workforce Systems and Analytics within the ESC is responsible for the Council HR/Payroll system, iTrent.

We ensure that the system is up to date, available and users have relevant access to information.

We ensure that iTrent complies with Statutory legislation / Council policies and continually look to develop system functionality to ensure we are using the iTrent to it's full potential.

We provide statistical analysis, based on the information held in iTrent, to managers across the organisation as well provide Statutory HR returns to external organisations such to Scottish Government and pension fund.

