

- 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

- Recruitment Fairs
- Schools/Colleges/Unis –
   Developing the Young
   Workforce
- •Investors in Young People
- Department of Work & Pensions
- •Routes to Work/North Lanarkshire Working
- Social Media
- Open Days

- TalentLink/ MyJobScotland
- Arrange Interviews
- Pre-employment checks including PVG/Disclosure, Health questionnaire, references, criminal convictions

Engagement

Hiring

Selection

- •Liaise with successful candidate
- •Liaise with Hiring manager
- Start date confirmation
- Progression of paperwork for issuing of contract by HR Operations Teams.

Executive Recruitment

- Recruitment Packs for NLC12 and above posts.
- High touch approach including individual contact information







# **HR Operations**

Change of Hours

Contracts of Employment

Citations

Council Tax Deductions

Mileage
Mortgage Enquiries
New Starters
Overtime

**Annual Leave Queries** 

**Adoption Leave** 

Career Break

**Carers Leave** 

Credit Union Deductions

Cycle to Work

Employee Changes

**Higher Duties** 

Overpayments

**Paternity Leave** 

Parental Leave

**Pension Forms** 

Kit Days

Leaver Administration

Maternity Leave

Maternity Support Leave

**Rent Deductions** 

Shared Parental

Leave

Smarter Working Applications

Transfer Administration





# **Payroll & Pension**



#### **Calculate Pays:**

Calculate deductions – Tax, NI, Pension etc

Check pays to ensure that they are correct

Calculate Overpayments

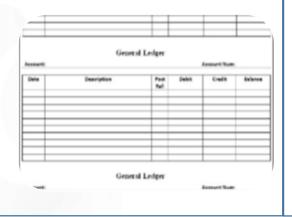
**Process Faster Payments** 

#### **Clear and reconcile Payruns:**

Produce files to HMRC and BACS for electronic transfer

Produce payslips – E-payslip and paper

Reconcile General Ledger
Childcare Vouchers





#### **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.



Telephone: 01698 403151

Email: ESC-HelpdeskTeam@northlan.gov.uk

Visit: www.myNL.co.uk





## **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.

