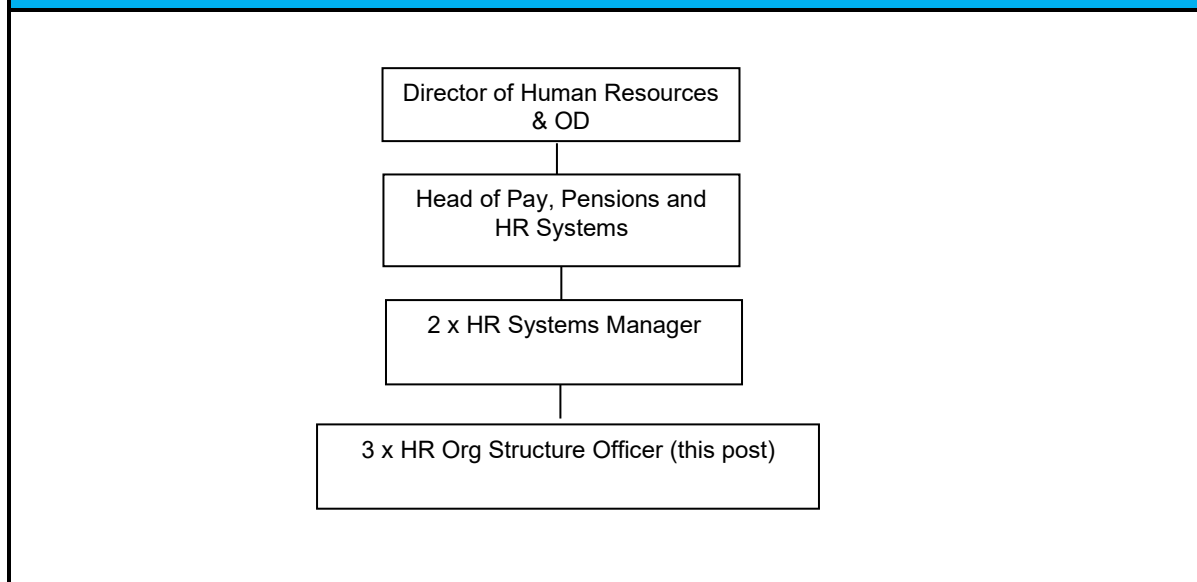


JOB DESCRIPTION

Job Title	HR Organisation Structure Officer
Directorate	Resources Directorate
Service	Human Resources & OD Pay, Pensions and HR Systems
Grade	E

Employees directly supervised (if applicable):	N/A
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Family Tree (job titles only, no employee names)



1. JOB PURPOSE:

- To manage on Oracle the full range of incoming changes to HR organisation structures, covering starters, movers and leavers, and to ensure that any forthcoming expiry/review events (e.g. fixed term contract end dates) are reviewed and actioned when due.
- To manage and resolve the full range of incoming HR Helpdesk enquiries relating to organisation structure changes, ensuring that the enquirer is responded to accurately and within agreed timescales.
- Provide an advisory service to managers and other service users on best practice in relation to the maintenance of organisation structures and work schedules.

- Work with other HR colleagues to proactively manage incoming and proposed structure changes, starters, and involuntary terminations, and ensure that the correct procedures are followed in the maintenance of all underlying structure data.
- Participate in regular tests resulting from Oracle software updates.

2. DESCRIPTION OF DUTIES:

- Perform daily checks on incoming starter records, ensuring that all necessary information has been provided to move the starter to pending worker or employee status, and that all the terms and conditions of the appointment are consistent with the position/assignment data held on Oracle.
- Liaise with other HR Teams where a pending worker or provisional employee record is inconsistent with Oracle structure information, ensuring that any anomalies are resolved prior to onboarding.
- Work with managers and provisional appointees as necessary to guide them through the onboarding process to completion.
- Review and action all incoming Helpdesk requests from managers to implement changes to their organisation structure, covering the full range of changes to workers, assignments, positions, units, cost centres, locations, contractual hours, etc.
- Give support and guidance to managers through the Helpdesk when they are proposing changes to their organisation structures.
- Liaise with Finance Business Partners to resolve any queries relating to the funding of new appointments that are inconsistent with the authorised structure.
- Ensure that any follow-up action is taken with employees to confirm changes to their employment resulting from manager Helpdesk requests, e.g. contractual hours changes.
- Review and action on Oracle organisation structure the regular feed of changes to agency workers being sent by the Council's agency recruitment partner.
- Ensure that all changes made to the RBKC organisation structures and associated worker data are consistent with agreed practice and maintain the integrity of the structure so that employee pay, grading and reporting hierarchy is correct.
- Work with the Payroll Team as required to follow-up any queries resulting from payroll-related activities affecting the structure, including increment cycles, retrospective changes, and pay awards.
- Manage incoming and outgoing secondments within the organisation structure, liaising with managers and third parties as necessary to ensure that records are correctly maintained whilst the secondment is still active.
- Identify HR-related Oracle software performance issues or faults affecting the management of the organisation structures and determine whether there is a potential fault that should be raised to the HR Systems Manager for review.

- Participate in tests relating to software updates, ensuring that all tests are performed to the documented standards and that faults are peer reviewed before referral for action by the HR Systems Manager.
- Run regular reports across the range of organisation and worker data, ensuring that anomalies are reviewed, and appropriate rectification action is taken.
- Work closely with Business Partners in HR and Finance to review reorganisation proposals prior to implementation.
- Manage the involuntary leaver process with HR Business Partners and HR Employee Relations and liaising with HR Payroll colleagues to ensure that all termination payments are processed correctly and on time.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	HR Organisation Structure Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	<p>Equal Opportunities</p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>No formal qualifications are essential for this post, however detailed skills, experience and knowledge are listed below that would be required from all postholders to fulfil the duties of the post.</p>

<p>C</p>	<p>Skills; Experience and Attitude</p> <ul style="list-style-type: none"> • An understanding of the inter-dependencies between people data, organisation structure data and payroll data in an integrated database, and how best it should be interpreted and maintained to ensure accuracy. • An understanding of the challenges of successfully maintaining a wide range of HR data in an integrated database, and how best they can be effectively managed. • An understanding of the importance of testing when deploying software updates and what types of tests should be used for people data and organisation structure data. • Accuracy and attention to detail and understanding of the tools and techniques that can be used to best identify data anomalies across the range of HR data, and what can be done to minimise new anomalies arising. • An understanding of the role of a Helpdesk operation in an HR environment, and its use in the maintenance of organisation structure information. • Effective written and verbal communication skills, and the ability to present information clearly and succinctly to staff at all levels. • A good level of proficiency and accuracy in Excel to support the maintenance of people and structure data in the HR system. • Ability to work effectively under pressure and as part of a team whilst ensuring a high quality and accuracy of outputs. • The ability to work collaboratively and successfully with internal and external partners to deliver a high-quality service to strict deadlines.
<p>Our Values & Behaviours</p>	
<p>D</p>	<div style="border: 1px solid black; background-color: #00a0e3; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> <p>PUTTING COMMUNITIES FIRST</p> </div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input

<p>E</p>	<div style="text-align: center; background-color: #00a651; color: white; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>RESPECT</p> </div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people’s needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div style="text-align: center; background-color: #00a6e6; color: white; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div style="text-align: center; background-color: #00a651; color: white; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.