Shared Services Support Officer
A role description has been developed and outlined below. This outlines the general nature of the role although individual responsibilities are also set out and will be provided for the specific post on commencement of employment.

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<th>Role Description</th>
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<tr>
<td><strong>Post:</strong> Shared Services Support Officer</td>
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<td><strong>Band:</strong> 3 (£16,271 - £19,268 per annum)</td>
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<tr>
<td><strong>Reports To:</strong> Team Leader</td>
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<td><strong>Responsible To:</strong> Relevant Service Area Manager</td>
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**Positions & Locations:**

**Income Shared Service Support Officer**
Both Permanent & Temporary vacancies available based at Tyrone & Fermanagh Hospital Site, Omagh

**Payments Shared Service Support Officer**
Both Permanent & Temporary vacancies available based at Braid Valley Hospital Site, Ballymena

**Payroll Shared Service Support Officer**
Both Permanent & Temporary vacancies available based at College Street, Belfast

**Recruitment & Selection Shared Service Support Officer**
Both Permanent & Temporary vacancies available based at St. Luke’s Hospital Site, Armagh

**Summary:** Duties listed from items 1 to 10 are generic and will be required within all functional areas (Payments, Income, Payroll & Recruitment and Selection). However, applicants should note the specific responsibilities within each functional area as defined below.
**Principal Duties of the Role:**

1. Act as point of contact for all customers and clients ensuring that all queries/issues are cascaded up to the relevant person, if appropriate.

2. Provide high quality administrative support to respective service area ensuring the effective operation of systems and procedures.

3. Input, process, monitor and validate information effectively in a timely manner ensuring accuracy and attention to detail.

4. Assist with the analysis and monitoring of information/statistics.

5. Collate information and assist with the preparation of reports, documents and proposals for senior staff within the service area as well as supplying routine advice, guidance and assistance as required.

6. Contribute to the compilation of relevant protocols and procedures for service area.

7. Assist in the development and implementation of relevant systems within the service area.

8. Ensure that stationery stock levels are maintained, replenished and stored securely.

9. Ensure a continual high standard of service is provided to all staff, customers, members of the public and suppliers.

10. Continually seek to improve the service delivered within your service area by committing to attend personal development training, demonstrating a team work ethic and embracing change.

**Specific Functional Responsibilities**

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<th>Payments based at Braid Valley Hospital Site, Ballymena</th>
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<tr>
<td>1. Process invoice, credit note and payment transactions in accordance with Shared Services policies and procedures while adhering to defined prompt payment timescales and targets.</td>
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<td>2. Monitor and reconcile supplier accounts to ensure the creditor’s ledger is an accurate reflection of current liabilities.</td>
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<td>3. Assist in the resolution of escalated issues coming from the Payments Shared Services Centre.</td>
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<tr>
<td>4. Review payment reports to identify discrepancies and variances in employee pay, ensuring correction prior to payment processing.</td>
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</table>
5. Communicate system related issues to Payments Team Leader.
6. Process and audit transactions and data entry, ensuring that the FPL system is adequately maintained to ensure accurate payroll processing.
7. Provide administration support to Payments Shared Service Centre by ensuring that payments operations are maintained in an effective up to date and accurate manner.
8. Provide customer service to employees and all levels of staff by receiving and responding to questions regarding systems, policy and procedures.

**Income based at Tyrone & Fermanagh Hospital Site, Omagh**

1. Process customer and third party transactions in accordance with Shared Services policies and procedures while adhering to defined timescales.
2. Performance of debt collection activities in accordance with Shared Services policies and procedure while adhering to defined timescales and targets.
3. Monitor customer and suspense accounts to ensure the debtors ledger is an accurate reflection of outstanding debt.
4. Assist in the resolution of escalated issues coming from the Income Shared Services Centre.
5. Review income reports to identify discrepancies and variances in employee pay, ensuring correction prior to income processing.
6. Communicate system related issues to Income Team Leader.
7. Process and audit transactions and data entry, ensuring that the FPL system is adequately maintained to ensure accurate income processing.
8. Provide administration support to Income Shared Service Centre by ensuring that income operations are maintained in an effective up to date and accurate manner.
9. Provide customer service to employees and all levels of staff by receiving and responding to questions regarding systems, policy and procedures.

**Payroll based at College Street, Belfast**

1. Process payroll and expenses with Shared Services policies and procedures while adhering to strict monthly, weekly and fortnightly deadlines.
2. Review payroll results, as produced by the HRPTS system, to ensure payments are made in accordance with Shared Services Policy and Procedure and Standing Finance Orders.
3. Calculate and manual payments, such as historic arrears, short term pay protection, acting arrangements and enter into HRPTS system for payment.
4. Prepare payroll for approval by Payroll Team Leader, ensuring accurate calculation of gross to net pay.
5. Process statutory and occupational absences in accordance with Maternity, Sickness and Work Life Balance policies to ensure accurate payment.
6. Participate in the end of year payroll process by processing year-end tax
documents and returns.
7. Assist in the resolution of escalated issues coming from the Payroll Shared Services Centre.
8. Review payroll reports to identify discrepancies and variances in employee pay, ensuring correction prior to payroll processing.
9. Communicate system related issues to Payroll Team Leader.
10. Process and audit transactions and data entry, ensuring that the HRPTS system is adequately maintained to ensure accurate payroll processing.
11. Provide administration support to Payroll Shared Service Centre by ensuring that payroll operations are maintained in an effective up to date and accurate manner.
12. Provide customer service to employees and all levels of staff by receiving and responding to questions regarding systems, policy and procedures.

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<tr>
<th>Recruitment and Selection based at St. Luke’s Hospital Site, Armagh</th>
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<tr>
<td>1. Process and deliver all end-to-end recruitment &amp; selection activities in line with agreed best practice processes, protocols and procedures</td>
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<tr>
<td>2. Assist in the resolution of escalated issues coming from the Recruitment and Selection Shared Services Centre.</td>
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<tr>
<td>3. Create and regularly review HRPTS and offline databases &amp; reports to monitor specific recruitment and selection activities required, to identify delivery risks and provide solutions.</td>
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<tr>
<td>4. Communicate system related issues to Recruitment and Selection Team Leader.</td>
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<tr>
<td>5. Process and audit transactions and data entry, ensuring that the HRPTS system is adequately maintained to ensure accurate recruitment and selection processing and to deliver appropriate data transfer interfacing.</td>
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<tr>
<td>6. Provide administration support to Recruitment and Selection Shared Service Centre by ensuring that all end-to-end recruitment &amp; selection activities are delivered in an effective up to date and accurate manner.</td>
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<tr>
<td>7. Provide customer service to employees and all levels of staff by receiving and responding to questions regarding systems, policy and procedures.</td>
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**General Responsibilities:**

To assist the Business Services Organisation in the fulfilment of its statutory duty under Section 75 of the Northern Ireland Act 1998, to promote equality of opportunity and good relations, and also the Human Rights Act 1998 and the Disability Discrimination Order 2007.

To support the Business Services Organisation in meeting its obligations under Risk Management by adhering to the controls assurance standards identified in the Risk Register.

All duties must be carried out in compliance with Health and Safety Policy and statutory regulations.
Records Management

All employees of the BSO are responsible for all records held, created or used as part of their business within the organisation including patient/client, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the organisation’s policy and procedures on records management and to seek advice if in doubt.

Please note that the Business Services Organisation operates a “No Smoking” Policy and all employees MUST comply with this.

We are an Equal Opportunities Employer
Business Services Organisation

PERSONNEL SPECIFICATION

POST: Shared Services Support Officer
BAND: 3
REPORTS TO: Team Leader
RESPONSIBLE TO: Relevant Service Area Manager

Applicants must clearly demonstrate in the application form evidence of the qualifications and experience noted below. Only information contained in the application form will be considered at the shortlisting stage.

ESSENTIAL CRITERIA

Qualifications/Education and Experience

1a) A minimum of five GSCE’s to include English Language and Maths (Grades A-C) or equivalent qualification

OR

1b) GCSE English and GCSE Maths (Grades A-C) or equivalent qualification to demonstrate literacy and numeracy OR higher qualification and

2 A Levels or equivalent qualification OR higher qualification OR

1c) one year’s relevant experience

Plus

2) Knowledge and experience in the use of information technology to include Microsoft Office

3) Ability to use own initiative and work independently or as part of a team to ensure that performance targets and objectives are met.

4) Ability to prioritise work to achieve set deadlines

5) Effective communication skills, orally, written and electronically.

Applicants please note:

Whilst elements of the essential criteria of the Personnel Specification will form the basis for shortlisting, these may become more stringent by tightening of the current criteria.
A shortlist for candidates for interview will be prepared on the basis of the information contained in the application form. It is, therefore, essential that all applicants demonstrate through their application, how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.

Those candidates who have been successfully shortlisted will be invited to complete Aptitude tests.

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting. Failure to provide evidence of the required qualifications prior to taking up the post will result in the offer of employment being withdrawn.

All appointments to the BSO are subject to assessment by the Occupational Health Service.

Please note that the BSO operates a “No Smoking” policy and all employees MUST comply with this.

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