

## SERVICE DESCRIPTION FORM

<b>Department: Corporate Services</b>	
<b>Service: Human Resources (HR) – Employee Administration</b>	
<b>Income</b>	<b>(£000s)</b>
None	
<b>Description:</b>	
<p>Head of HR &amp; ICT Services Admin costs for whole HR service (e.g. printing, stationery, etc)</p> <p>This team provides employee administration across all council departments. They also provide administrative support for other elements of the service. There are 6.7 full time staff in this section. The team provide the HR Advice Line which is the first point of contact for all telephone calls to the service. The work is illustrated further below with indicative numbers of annual transactions</p> <p><u>Employee Administration:</u> vacancies (600), establishment control, employee records, contracts of employment (1700), family/maternity leave (130), relocation, surveys and statistical returns, information management (e.g. absence, workforce, accidents, equalities), long service awards, candidate responses and reference requests for central My Job Moray posts (7000 candidates).</p> <p><u>Personnel Advice Line:</u> advice to managers and employees on routine employment issues, terms and conditions, contracts, vacancies, etc. (20,000 calls)</p> <p><u>Admin Support:</u> for HR Services – telephones, mail, filing, copying, typing. Minutes and agendas for trade union/officer group, ICE forum, HWL, DBS Workforce Forum, Personnel Forum, H&amp;S Committee.</p>	
<b>Outcomes / impacts:</b>	
<p>The team provides a direct first line response to employees and managers via the HR advice line which enables others in HR to focus on appropriate issues.</p> <p>The admin support service is vital to the effectiveness of the Council's consultation arrangements with employees, which is based on statutory requirements. While led by others in HR, accuracy and attention to detail in the administrative aspects are essential to demonstrating good practice and compliance should the council face a challenge. They also contribute to fostering good relations with employees and their representatives to ensure a positive working environment.</p> <p>The administrative support provided to colleagues in HR is a key enabler for the rest of the HR service.</p>	