

JOB OUTLINE

Reference: HFL1601

Job title: **Recruitment & Payroll Officer**

Hours: 37 hours per week, 52 weeks per year

Flexible working patterns will be considered but will need to balance operational support requirements

Contract: Fixed term contract, 12 months, maternity leave cover

Reports to: Remuneration & Benefits Manager

Team: Company HR

Location: Hybrid working consisting of remote working, with the flexibility to work typically up to 2 days per week at our offices in Stevenage, Hertfordshire or in nearby locations.

OUR COMPANY

HFL Education (formerly Herts for Learning) is a unique organisation. As the largest school company in the UK, we all ultimately work to improve education, and therefore the lives of children and young people. In practice, this means that we provide school improvement and business support products and services that enable schools, academies, and educational settings inside and outside of Hertfordshire to help them deliver a great education.

Our organisation works with over 99% of Hertfordshire schools, and our services include training, support and challenge to staff and governors at all levels. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

VALUES AND BEHAVIOURS

All colleagues at HFL Education are expected to uphold our values and demonstrate our HFL behaviours in how they work every day. This includes acting with integrity and professionalism, building respectful and positive relationships, and working collaboratively across teams to deliver high-quality outcomes.

Post holders are expected to take responsibility for their actions and decisions, remain open to feedback, and commit to continuous improvement. Everyone contributes to a supportive, inclusive and ambitious culture that upholds HFL's reputation and puts the needs of schools, settings and customers at the heart of what we do.

JOB CONTEXT

Our in-house "Company HR" team provides people management advice, in-house payroll and recruitment services, learning & development interventions, strategic change partnering, internal communications, and a range of HR support and resources to over 450 HFL colleagues, consultants and managers.

PURPOSE OF THE JOB

The Recruitment & Payroll Officer plays a key role in delivering an accurate, customer-focused and professional recruitment and payroll service across HFL. The postholder will work collaboratively with internal customers and the wider Company HR team, applying specialist expertise to ensure efficient processes, timely support, and a consistently high-quality experience for colleagues at every stage across both recruitment and payroll functions.

MAIN AREAS OF RESPONSIBILITY

Recruitment & Onboarding

- Deliver excellent customer service to internal stakeholders throughout the recruitment process.
- Manage end-to-end recruitment and onboarding, ensuring all compliance checks and documentation are completed in line with safer recruitment and employment law.
- Use creative strategies and recruitment tools to attract candidates and promote the HFL brand to be a workplace of choice, in collaboration with Marketing.

- Maintain accurate vacancy tracking and provide proactive updates to hiring managers.
- Train and support colleagues and hiring managers on recruitment systems, processes, timelines, and assessment options.
- Attend recruitment days to facilitate the assessment process and manage the candidate experience
- Maintain accurate DBS records for all colleagues
- Monitor and analyse service effectiveness through user feedback and monthly reporting.

Payroll

- Responsible for the preparation, processing and administration of monthly payroll, complying with contractual and statutory obligations
- Manage end-to-end payroll process, and ensuring all statutory reporting is completed and submitted within the HMRC deadlines
- Process starters, leavers, contract changes, additional payments, deductions, and statutory payments (e.g., maternity, SSP)
- Check payroll before monthly payment, including final payroll checks with the Company Finance team and rectify any identified issues.
- Liaise with Company Finance in order to ensure monthly payments to third parties are made
- Process monthly Consultant & Clerking Payments
- Assist in recovering any unpaid monies
- Assist with the preparation of data for Cost of Living and Bonus payments
- Provide first line payroll support for colleagues
- Support with the completion of monthly and annual pension administration

Service Provision

- Build strong relationships with colleagues, agencies, and service users to enhance the customer experience.
- Oversee shared recruitment and payroll inboxes
- Maintain all related information and resources related to recruitment and payroll

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge

- Demonstrates sound working knowledge of recruitment practices, including statutory compliance, safer recruitment and pre-employment checks (e.g. DBS).
- Awareness of employment law relevant to recruitment, contracts and payroll administration.
- Understanding of end-to-end payroll processes, including statutory payments and HMRC reporting requirements.
- Understanding of pension administration processes and employer responsibilities.
- Knowledge of HR and payroll information systems and their application within a service environment.
- Understanding of organisational policies, procedures and quality standards that support consistent service delivery.
- Awareness of customer needs and expectations, and how individual work contributes to positive customer outcomes.

Experience of:

- Delivering end-to-end recruitment processes for a range of service users, ensuring a positive and compliant candidate experience.
- Administering monthly payroll, including processing starters, leavers and contractual changes.
- Preparing data, reports or documentation to support decision-making, audit or statutory processes.
- Maintaining accurate records and handling sensitive or confidential information appropriately.
- Providing customer-focused HR, recruitment and/or payroll support within a service environment.

- Working independently to manage workload and priorities over short to medium-term periods.
- Applying guidance, procedures and systems to resolve routine queries and issues.
- Experience within an education, public sector or similar regulated environment.
- Experience in working with iTrent HRIS.

Skills and Abilities

- Strong attention to detail with the ability to produce accurate, high-quality work under tight deadlines. **(Essential)**
- Excellent communication skills, with the ability to build positive working relationships across teams and with stakeholders. **(Essential)**
- Ability to manage competing priorities, organise workload effectively and work proactively to resolve issues. **(Essential)**
- Strong IT skills, including confident use of HR/payroll systems and Microsoft Office tools. **(Essential)**
- Analytical skills with the ability to interpret data, identify patterns and suggest improvements. **(Essential)**
- Ability to handle confidential information with professionalism, discretion and integrity. **(Essential)**
- Ability to work reliably within established frameworks while knowing when to escalate issues. **(Essential)**
- Adaptable and responsive, with the ability to manage changing priorities within defined expectations. **(Essential)**