



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	HR Payroll Officer
<b>GRADE:</b>	Scale 5 to SO1
<b>POST NO:</b>	
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	N/A
<b>GROUP:</b>	Central Services
<b>SERVICE:</b>	Human Resources

### REPORTING STRUCTURE

<b>Reports to:</b>	HR Payroll & Reward Team Leader
<b>Direct Reports:</b>	0
<b>Indirect Reports:</b>	0

### ROLE PURPOSE:

The HR Payroll Officer role is a progression from Trainee Payroll Officer and the role will include all duties undertaken as a trainee as well as those included below.

You will be part of a small specialist payroll team responsible for providing an end-to-end technical Payroll service for all technical employee and pay related matters. The HR Payroll Officer will be responsible for providing a wide range of payroll advice and support and ensuring that accurate salary payments are made on time and in accordance with the appropriate conditions of service and statutory regulations.

The post holder is responsible for resolving a range of payroll related queries, including those escalated from the HR Operations team, and will assist with system developments and improvements.

## A. Job Description

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### 1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

### 2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### 3. Operational Service Delivery

- Promote excellent customer service by effective handling of telephone enquiries, written responses, face-to-face discussion and when attending meetings.
- Complete all necessary tasks to the highest standard, completing documentation including model letters and forms, ensuring authorisation has been provided by the Payroll and Benefits Team Leader where applicable.
- Take responsibility to actively engage by using the case management system, taking ownership of cases with the required timescales by either resolving or escalating issues accordingly.
- Assist with the running of an accurate main monthly payroll and supplementary payroll runs where required, for the Council. Tasks include the running of the BACS transmission, costing, running of payslips and any necessary tasks which complete the payroll process.
- Produce management information from appropriate existing Business Objects reports and run standard payroll reports to enable accuracy checking and auditing of the monthly payroll.
- Calculate emergency payments and ensure that these are submitted correctly onto the payroll system allowing for efficient reconciliation.

- Enter payment details directly onto the council's bank account ready for approval by the HR Payroll & Reward Team Leader or the HR Payroll Service Manager
- Resolve a wide range of payroll related queries
- Assist in the completion of payroll related statistical returns for external bodies.
- Assist with the implementation of pay awards, updating payroll related changes to the conditions of service document
- Undertake manual calculation of statutory payments and deductions.
- Assist with the operation of the National Fraud Initiative including checking relevant matches
- Assist with the operation of the cycle purchase scheme including payment of invoices and set up of salary sacrifice.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Maintain a good working knowledge of current issues, projects and developments within the wider HR service

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

#### **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Continually review payroll procedures and make recommendations for improvement where applicable.
- Participate as required in project work to develop the payroll system and deliver improvements and updates to comply with statutory and organisational changes.

## 7. Contacts

- Primary internal contacts will be with employees and other officers within the Council.
- Primary external contacts will be with HMRC, HM Courts, Goodshape, Vivup and other external suppliers.

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

### **ALL PROGRESSION WILL BE BASED ON BUSINESS NEEDS**

#### **Scale 6**

In addition to the job specification requirements is able to progress to scale 6 when it has been identified at supervision meetings, and through the PADA process that post holder is able to manage their own time, prioritise tasks, plan own workloads achieves a high level of accuracy, and has taken ownership of casework.

- Liaise with accountancy staff regarding any reconciliation / payment queries. These may include queries relating to payment of court orders, recovery of overpayments and costing queries.
- Operate all salary sacrifice schemes such as the childcare and cycle purchase scheme including payment of invoices.
- Creating new overtime spreadsheets to improve working practices, create efficiencies, adhere to changing legislative requirements, and reduce error rates.
- Assist with the completion of FOIs and Surveys.
- Calculation of Gross to net overpayment values, liaising with employees, managers and the Corporate Income Team regarding overpayment recoveries.
- Assist with the resolution of more complex queries related to pay and grading as escalated from the HR Operations team and the HR Payroll & Reward Team Leader.
- Undertake a full range of checking of the monthly payroll, to ensure accuracy of all salary payments and deductions, supporting the smooth reconciliation within accountancy.

- Ability to produce reports and spreadsheets of payroll financial information and data and be able to understand and analyse key information and provide data breakdowns and analysis to colleagues, managers and senior management.

## **SO1**

In addition to the job specification requirements is able to progress to scale SO1 when it has been identified at supervision meetings that post holder looks for greater challenges and promotes the profession with enthusiasm, makes recommendations for change, and able to investigate issues that arise and more open-ended problems.

- Be able to resolve more complex payroll queries, including those escalated from the HR Admin team and HR Admin team leader.
- Able to create basic BOXI reports, edit existing reports and liaise with ICT to ensure more complex reports can be built to meet changes business requirements.
- Check emergency Payments which have been calculated by others, confirming accuracy of payment details and submission on the payroll system.
- Have the confidence, skills and experience to be able to communicate and problem solve any queries received from the senior management team.
- Assist the HR Payroll and Reward Team Leader with undertaking year end procedures and assist in resolving associated queries.
- Assist the HR Payroll & Reward Team leader with the communication and implementation of changes and developments relating to employee benefits.
- Checking of redundancy estimates and ensuring that redundancy and termination payments are calculated and paid within the Council and statutory timeframe.
- Provide guidance and training across the wider HR Team where required

## **9. KEY PERFORMANCE INDICATORS**

- Compliance with Organisation rules relating to Pay & Reward
- Compliance with Statutory rules relating to Pay and deductions
- Ensuring timely resolution of cases from employees and managers logged within the HR case management system
- Ensure all tasks are completed within the service target response times and SLAs

- To ensure that customer satisfaction levels are maintained and in the unlikely event of any complaint, these are investigated within the council's standard response times

## B. Person Specification

### HR Payroll Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Level 3 Technical Payroll Qualification	✓	
Willingness to study towards a Level 5 Payroll Management Qualification	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Membership of a Professional Payroll body, such as the CIPP	✓	
Ability to work flexibly to meet the needs of the service, in particular around the close of payroll and checking, this could include working outside of usual hours to meet payroll deadlines as required.	✓	
Ability to work as part of a rota to ensure cover during the agreed office working hours	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Significant experience working with a transactional payroll service	✓	
Significant experience of working with HR Case Management and Payroll systems	✓	
Significant experience of working within a team to complete an accurate and timely payroll	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
A good understanding of statutory payroll requirements and obligations	✓	

A good working knowledge of Local Government conditions of service.	✓	
Significant experience of managing workload using a Case Management System	✓	
High quality telephone manner and written skills showing ability to communicate information clearly, politely, and effectively	✓	
Competent user of ICT including word, excel and email with the ability to learn new systems	✓	
Excellent attention to detail and demonstrable problem-solving skills	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	