



HILLINGDON

LONDON

Job Description & Person Specification

Date Evaluated :

JOB TITLE

Senior/Payroll Officer

POST NUMBER

GRADE

SO2

JOB FAMILY

CRB/ISA REQUIREMENTS

None

GROUP

Administration

SERVICE

HR

SUPERVISED BY

HR Payroll & Reward Team Leader

SUPERVISION EXERCISED

Directly: 0

Indirectly: 0

CONTACTS

Internal: Service Managers,
HR and staff, colleagues in all departments.

External: Colleagues in other local
authorities, trades unions HMRC
representatives, external auditors, pensions
providers, government department
representatives

Job Description

JOB PURPOSE

The Payroll Officer role is part of a small specialist payroll team that is responsible for providing a wide range of payroll expertise 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 more complex payroll related queries escalated from the HR support team, or from within the payroll specialist team, as well as assisting with system developments and improvements.

MAIN DUTIES AND RESPONSIBILITIES

1. Operational Service Delivery

- Provide professional guidance and support in matters relating to HR pay and reward policies and procedures, ensuring statutory regulations, organisational rules and best practice are adhered to.
- 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.
- Complete the running of an accurate monthly payroll for the Council, including the running of the BACS transmission, costing, running of payslips and any necessary tasks which complete the payroll process.
- Run standard payroll reports to enable accuracy checking and auditing of the monthly payroll and reviewing on a regular basis to ensure fit for purpose.
- 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.
- Produce management information by running appropriate Business Objects reports.

- Calculate and/or checking of emergency payments and overpayment calculations ensuring that these are submitted correctly allowing for efficient reconciliation.
- Operate all salary sacrifice schemes such as the childcare and cycle purchase scheme including payment of invoices.
- Assist with the resolution of more complex queries related to pay and grading as escalated from the HR Support team and the HR Payroll & Reward Team Leader.
- Undertake checking of the monthly payroll, to ensure accuracy of payments processed by the HR Support Team, and support smooth reconciliation within accountancy.
- Complete any statistical returns and statutory reports as and when required.
- Assist the Payroll and Reward Team Leader with undertaking all year end procedures, EYUs and resolve associated queries.
- Work with the HR Payroll and Reward Team Leader on implementing pay awards, increments and updating payroll related changes in conditions of service.
- Assist the HR Payroll and Reward Team Leader with Year-End processes.
- Be the first point of contact to resolve payroll queries from manager and employees across all services, escalating as appropriate.
- Assist with the interpretation and implementation of national and local conditions of service where applicable and ensure that the Council complies with any legislation changes.
- Assist with the operation of the National Fraud Initiative including checking relevant matches.
- 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.

2. Service Development & Improvement

- Assist the HR Payroll & Reward Team Leader in continually reviewing payroll procedures, making recommendations for improvement where applicable.
- Deliver payroll workshops to discuss and share ideas within the HR Team Leader to improve service provided.
- Assist the HR Payroll & Reward Team Leader in maintaining and developing payroll system infrastructure.
- Develop a sound working knowledge of the Council's payroll system and assist with upgrades and implementation of new functionality enabling it to be used to its full potential.
- Keep up to date on all HMRC and associated bodies as well as liaising with the Council's tax consultants where required, ensuring that recommendations for improvements are developed.
- Participate in any required project work.

Continued Professional Development

- Develop the post-holder so that they look for greater challenges and promote the profession with enthusiasm, making recommendations for change, and able to investigate issues that arise and more open ended problems.
- The post-holder should be able to provide training for more new starters on using the payroll system and providing an understanding of payroll processes and for existing employees when payroll system changes are implemented.
- Develop the post-holder so that they have the confidence to liaise with senior managers and attend meetings representing the HR Payroll function.
- Develop a working knowledge of the council's job evaluation schemes enabling the post-holder to assist with job evaluation tasks as required.
- Develop knowledge of Business objects, enabling the post-holder to build less complex reports as required by the wider HR team.

- Develop an understanding of the impact reward and benefits have on employee engagement and retention, assessing their effectiveness and making suggestions for improvements.

• Person Specification

Senior Payroll Officer

This person specification will be used for recruitment to Senior Payroll Officer vacancies in LBH. It will form the basis of the application form, and candidates will be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
CIPP or CIPD qualification	✓	
Evidence of CPD	✓	
Recognised Management qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Membership of a payroll or equivalent professional body	✓	
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 of 9am to 5.30pm	✓	
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Significant experience working with a transactional payroll service.	✓	
Significant experience with working on complex payroll queries	✓	
Working with a team to complete an accurate and timely payroll	✓	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓
A good understanding of statutory payroll requirements and obligations.	✓	
A good working knowledge of Local Government conditions of service.	✓	
Ability to communicate and coach manager and employees in	✓	

HR Payroll policies and procedures		
A good knowledge of changes in legislation and how it impacts on HR and Pay	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working 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.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	