

Role Title	Payroll Manager
Job Family	Chief Executive
Competency Level	Principal Officer
Pay Range / Scale	PO6
Purpose To develop and operationally manage payroll and to support the HRA transactional and HR professional teams. To always ensure quality and value for money. To ensure the payroll complies with relevant legislation, regulations and policies. The areas of operational responsibility include: • Overseeing the monthly payroll processing for all payrolls, both existing and any new customers • End-to-end payroll processing on Oracle Payroll • HMRC submissions • Year end - including P60s and P11Ds • To produce and reconcile reports at the end of each payroll period for stakeholders • Pension administration including teachers pensions • Ensure all pension reports are completed and submitted to the providers within the agreed timeframe • Managing a team including training and staff development • Leading and supporting payroll projects • Driving improvement and positive recommendations • Ensure all statutory reports for all payrolls are generated and submitted with the correct data within agreed deadlines • Ensure compliance with NMW and London living wage • Complete ONS surveys as due • Manage CHAPs payments, back dated payments, including pay awards, deductions & salary sacrifice elements & court orders, overpayments • Creating and sending BACS files • Complex payroll queries • System updates as and when required • System configuration	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.

Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.

Lead projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Solution focused to help address issues quickly and efficiently especially as payroll queries can be contentious matters

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Post holder will oversee and implement operational decisions and changes.

Post holder will normally report into Head of Service.

Resourcing

Budget Responsibilities: Service Dependant

Supervisory Responsibilities: up to 5 staff including the assistant payroll manager

Knowledge, Skills and Experience

- Excellent attention to detail and will be expected to maintain a high level of professionalism, care and integrity, ensuring a positive image of the Council is promoted at all times.
- Strong leadership and motivation skills: Proven experience of leading and managing payroll teams for local Government or a large organisation
- Excellent problem-solving skills and the ability to support team and senior management in their tasks and decision-making, only escalating to the line manager if you are unable to resolve the issues within the team.

- Solution focused to help address issues quickly and efficiently especially as payroll queries can be contentious matters
- Exceptional people management skills must be a team player and be able to work collaboratively with and through others.
- Empowers employees by encouraging them to offer ideas about decisions that affect them.
- Experience of having worked in a fast paced, customer focused environment.
- Good knowledge and application of IT systems and payroll software packages.
- Excellent levels of literacy and numeracy.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Ability to build strong relationships
- Goal-oriented focus with the customer in mind.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Forward looking with a holistic approach.
- Keep up to date with payroll regulations, as stated by the UK government department HM Revenues & Customs (HMRC).

Indicative Qualifications

CIPP - This qualification sets out to ensure an in-depth understanding of payroll, and the complex payroll legislation involved, and also provides management skills including performance, time, project and operational management.

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed