

# Payroll Officer

## Join us – make a difference in our communities

In this role you will be supporting Schools and Council employees with payroll services, and ensuring effective system use as well as following best practice for service efficiency.

## About the job

You will provide reliable, efficient, and effective flexible support to a team (or across teams) of a complex administrative nature relating to the delivery of specialist services in either payroll or pensions.

You will work on the full range of tasks and processes within the assigned service area. You will respond to customer queries, and provide information and guidance relating to the service, maintaining records, producing correspondence, and managing day to day processing according to defined procedures.

As a Payroll Officer, you will provide senior level specialist administration, support, and advice to assist the team in delivering its central service function. You will support the team leader in managing the work demands within the team and handle directly more complex, technical, and contentious matters, taking a role in checking and monitoring the quality of work completed within the team.

You will be supported to develop your subject matter expertise in key areas of service delivery.

## What you'll need to succeed

You will have sound experience in either pensions or payroll processing, and a strong awareness of the technical considerations and issues relevant to the service. You will be customer centred, and therefore able to articulate complex matters in ways that customers will understand and be able to act on.

You will have a strong attention to detail and the ability to concentrate on important tasks in a busy and challenging environment. You will be able to communicate well with others and build strong relationships with team members, supporting others to understand the processes and procedures to be followed.

## Job details

Grade: Grade 6

Directorate Group: Human Resources & Organisational Development

Location: County Hall, Chichester



### Required experience and skills

(These will be used as the shortlisting criteria)

#### Key Skills:

1. Good numeracy skills to work with figures and make sound and accurate financial calculations, working methodically.
2. Clear written communication skills to prepare letters, correspondence and respond to emails to resolve complex customer enquiries matters. Good verbal communication skills to provide specialist advice and guidance and communicate effectively across the team, and with managers and outside bodies. Including the ability to provide clear advice, technical information and informal training in ways to best promote understanding.
3. Good analytical and problem-solving skills to analyse complex/technical information or issues and find practical solutions on more difficult matters.
4. Able to manipulate data and work on statistics to produce user friendly reports, putting together and displaying information related to services in a clear and appropriate way, including highlighting issues or monitoring against objectives.
5. Ability to plan and prioritise work, and organise activities in coordination with others to meet objectives and deadlines, including when working under pressure.
6. Sound and accurate IT skills including Word and Excel (or equivalent) and the use of payroll systems (e.g. SAP, Oracle) for operating a similar service.
7. Ability to contribute to reviewing working practices, including analysing current practice, recognising where change is needed, and contributing to improving working methods, systems and the effectiveness of processes and service delivery.

#### Qualifications and/or experience:

- Good working knowledge of SAP/AXISE or other similar equivalent IT systems used for working with payroll, pensions and HR administration, or within a similar financial environment.
- 4 GCSEs with A-C (4-9) passes including Maths and English, or equivalent qualification or experience demonstrating that level of numeracy and literacy.
- Institute of Payroll & Pensions Management (IPPM) part qualified at NVQ level 3 (Foundation in Local Government Pensions Administration) or 4 (Team Leading- Payroll/Pensions), or an equivalent qualification or demonstrable technical and theoretical knowledge related to payroll or pensions administration.
- Experience of working in a customer orientated environment.
- Experience of payroll or pensions practice, applications, and regulations.
- Experience providing advice or guidance to managers or customers, including explaining specialist or technical information.
- Experience of supporting others or providing on-the-job training to colleagues to maximise their specific capabilities.



- Sound experience demonstrating applied specialist practical and theoretical knowledge of working in payroll, including experience of the relevant IT systems and administrative processes, and a working knowledge of pension / payroll practice and the application of legislation.

### Key responsibilities

Provides reliable, efficient and effective flexible support to a team of a complex administrative nature relating to the delivery of a specialist pensions / payroll service.

Responds to client / customer queries, giving information and guidance relating to the service, maintaining records and producing standard correspondence, providing support and day to day processing according to set procedures.

Provides senior level specialist administration, support and advice to assist the team in delivering its central service function. Works as a specialist administrator on the various processing tasks and calculations done by the team.

Supports and advises other team members with processing and procedures ensuring high standards of service. Checks work done by administrators, as necessary.

Delivers timely and efficient specialist administrative support to a team or across teams with an awareness of team requirements. Organises and plans own workload in coordination with others, and prioritises demands accordingly, working with colleagues to deliver objectives and a customer focussed service.

Processes timely and accurate payments, contracts of employment, changes to personnel and pension records, or other administration tasks relating to the team service.

Uses SAP, or other large computerised systems, to undertake these processes according to procedure. Performs related manual calculations and works with formulae where necessary.

Analyses information to draw conclusions relating to employees' individual pension, salary, salary payments, leave entitlement or terms and conditions of employment, and to process various related tasks appropriately over periods of two to three hours.

Updates and maintains relevant computerised and manual records relating to the service appropriately and accurately.

Responds independently to communications and queries, using initiative to resolve unexpected problems. Including responding to requests for information, drafting non-standard letters, providing advice, guidance and information, and explaining related policies and procedures and their interpretation to customers and managers. Refers problems such as large overpayments to managers appropriately.



## Job Description & Person Specification



Supports other staff on processes, practices, and methods as required, by checking work and providing guidance and advice to other staff as a senior administrator and helping develop skills through providing on-the-job training.

Assists with implementing changes to procedures, policies and working arrangements effectively. Including implementing changes, and helping design changes to processes and systems for the team, and up-skilling colleagues in response to changes in services.

Assists with checking and correction of payroll run errors and Auditor Tool messages.

Communicates with and develops good working relationships with relevant managers and colleagues to deliver an effective service. Communicates with customers appropriately, including using tact, understanding and a sound knowledge of the service to resolve queries and difficulties for customers.

Prepares and presents information and training to managers and bursars.

Some direct responsibility for finance through the appropriate and accurate regular handling of financially related work, including preparation of payments information and raising invoices relating to services.

Direct responsibility for appropriate and careful daily handling of confidential and sometimes sensitive or personal financial or other related information including substantial staff records relating to the service.

Works as a specialist on the computerised systems and other technical equipment used by the team, and supports the Team Manager in delivering outputs. Provides technical support and advice to team members on new and existing systems and works with IT and external suppliers to resolve technical problems.

Uses initiative to respond to unanticipated technical problems and producing guidance and information to staff on systems and procedures.

Remains up to date and compliant with all relevant organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

## Our Values

You will promote and demonstrate the values of our organisation.

- Trust and Support
- Listen and Act Upon
- Customer Centred
- Honest and Realistic
- Genuinely Valued

You will promote and demonstrate the cultural ambition of our organisation:



## Job Description & Person Specification



*"We have an inclusive and supportive culture, work in partnership and reward individual and team contribution"*

JD Code: N542  
Date: June 2023

