

# Payroll Team Leader

## Join us – make a difference in our communities

West Sussex County Council is a diverse organisation that provides services to more than 850,000 residents every day. The Human Resources and Organisational Development Directorate provides critical support functions to our services, relentlessly focusing on delivering better and cost-effective outcomes. Our teams use their experience to enable and challenge the Council to deliver improved efficiency and effectiveness.

## About the job

This role provides an excellent opportunity to lead a team in delivery of high-quality services to customers while also making a significant contribution to the development of practices, systems, and processes directly relating to the effective and efficient delivery of the service.

The role leads a team of up to 15 FTE and is responsible for the provision of an efficient and customer focussed payroll and HR administration service covering the full range of HR and payroll related transactions.

The role will be one of several responsible for providing services to the county council, schools and to external partners. The role will be responsible for ensuring highly efficient, effective and compliant payroll processing, and for continuously developing and improving the quality of services provided in a fast paced and efficient service delivery environment. The role will be responsible for ensuring the resolution of complex problems and issues related to contracts of employment, terms and conditions, pay and pensions. The role will work collaboratively and flexibly with the management team to address peaks and troughs in service demands.

## What you'll need to succeed

You will need to be able to supervise and support others, and to provide mentoring, coaching and development for team members. You will be able to communicate complex matters in ways that others can understand. You will need sound knowledge of relevant payroll and pensions regulations, services, and schemes within Local Government.

You will have a good working knowledge of SAP or other similar equivalent systems, sound and accurate overall IT knowledge including Excel, and be comfortable using and applying complex sets of data. Importantly, you will be inquisitive, with a commitment to continuous learning and improvement in service delivery.



### Job details

Grade: Grade 10

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. Advanced customer service skills including written and verbal communication skills to present technical information clearly, contributing to reports and complex correspondence and staff communications appropriately.
2. Good numeracy and analytical skills and to make sound and accurate financial calculations, working methodically and in detail, checking accuracy and completeness of calculations for a range of benefits / payroll information and other similar work, quickly and reliably.
3. Ability to supervise and develop staff, providing direction, guidance, support and on the job training to individuals and teams.
4. Ability to contribute to reviewing working practices to ensure compliance, improvement in efficiency, and in response to legislative change. This includes the ability to analyse current practice, recognise where change is needed, and contribute to improving working methods, systems and the effectiveness of processes and service delivery.
5. Strong problem-solving skills to analyse complex specialist information and find practical solutions with an understanding of relevant legislation and policies. Ability to resolve more unusual or complex cases and develop practical, effective approaches and solutions according to individual circumstances.
6. Ability to manage complex work to timescales and to contribute to team planning and prioritisation of work over the medium term, setting timescales and organising activities in co-ordination with others to deliver objectives to deadlines.

#### Qualifications and/or experience:

- Chartered Institute of Payroll Professionals (CIPP) / IPPM qualified, or an equivalent qualification, or demonstrable technical and theoretical knowledge related to pensions or payroll administration at this professional level.
- Relevant advanced theoretical, practical, and procedural knowledge related to delivering the specialist service, including knowledge of relevant systems, procedures, policies, and legislation.
- Good working knowledge of SAP or other similar equivalent systems used for working with pensions / payroll or within a similar environment.
- Sound and accurate overall IT knowledge including Microsoft Office, specifically advanced Excel including VLOOKUPS, Pivot Tables and formulae.



- Specialist practical and theoretical knowledge of relevant regulations, services and schemes within Local Government or similar public sector organisations
- Specialist technical knowledge and working experience on Local Government, Teachers, Fire and NHS pension regulations and schemes.
- Relevant advanced theoretical or organisational knowledge of systems, procedures and policies associated with operating a demanding payroll service.
- Sound experience demonstrating applied specialist practical and theoretical knowledge of working with pensions / payroll at a high level, including sound working knowledge of pensions / payroll practice and procedures, customer service and the application and interpretation of relevant legislation.
- Experience of supervising and supporting others or providing mentoring, coaching and/or on-the-job training to colleagues.

### Key responsibilities

Manage the assigned team, providing supervision, direction, and co-ordination of activities of team members and developing skills and capabilities of the team. Organising, allocating and checking work including signing off and verifying processing and correspondence. Providing guidance and direction to other staff including assisting with inductions, developing skills through identifying training and support needs and organising appropriate training or skills sharing for staff.

Work with the wider management team to identify process, practice or system issues and support the development and implementation of solutions to complex issues.

Provide professional operational support, including across the service where appropriate, to action complex tasks and work directly on some of the most complex cases (such as researching old and new regulation detail for individual issue resolution) including liaising across other organisations, with managers and individuals.

Understand, monitor and manage the performance of the team in understanding relevant data, statistics and service reports to ensure delivery of objectives and performance indicators for the service.

Review and implement existing and new procedures, policies and working arrangements effectively relating to the service area, including helping to design and implement changes to processes and systems for the team, and training staff in response to changes in services.

Work as a senior specialist to customers with an in-depth knowledge of regulations, procedures and policy and their application to the area of work. Respond to the most complex communications and queries referred by the team where experience is required to resolve unanticipated problems, and advise or persuade on the appropriate application of regulations and legislation in difficult or unusual cases where there may be resistance.



## Job Description & Person Specification



Promote a consistent approach to work, problem solving, and decision making based on an understanding of the process, legislative, and policy framework.

Work across HR&OD on the management of projects and change impacts on the assigned service areas, and work collaboratively across HR&OD to work directly with customers and guide, coach, and enable compliance with payroll process requirements. Work proactively to identify repeat issues, queries, and problems to identify thematic solutions and preventative actions.

Develop and maintain effective professional relationships with other relevant internal / external partners in connection with the specialist business area, liaising across the organisation and with outside bodies. Attend relevant internal and external working groups as required.

Shared responsibility for finance through the appropriate and accurate authorisation and 'signing off' of payments / letters as appropriate for the service and contribute to service compliance, efficiency, and control.

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

Support the development of processes and supporting systems (such as data uploading software), and develop and maintain efficiency tools such as Excel templates and mail merges for use across wider services to provide greater automation of tasks and improve accuracy in available payroll information.

Manage service projects and contribute to corporate projects such as the new payroll system. Challenge existing practices and generate ideas and solutions, recognising and balancing risks with reward meeting agreed timescales.

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

Develop and manage knowledge of various terms and conditions including NJC, Youth, Soulbury, Education Psychologist, NHS Agenda for Change, NHS Consultants, Hay, local terms and conditions including SMG, Occupational Therapists, AMHPS, Residential Staff, Social Workers, Teachers, TUPE terms and conditions, and coroners.

## Our Values

You will lead, promote and demonstrate the values of our organisation.

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



## Job Description & Person Specification



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

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

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