

Job Title: Payroll Administrator	Role Profile Number: BSN128
Grade: M	Date Prepared: January 2021
Directorate/Group: People Development	Reporting to: Payroll Services Manager
Structure Chart attached:	No

Job Purpose

- To work in support of the Payroll Service, contributing to the provision of the highest quality payroll service.
- To ensure all payroll activity is supported and delivered within SBC's defined policy, legislation frameworks and service levels agreements.
- To support in all payroll enquiries.
- To ensure data is processed in accordance to relevant process and timeframes
- To ensure that correct controls are maintained and that appropriate corrective action is taken to ensure that the delivery of service is within service standards.
- To work as part of a team to support delivery of the payroll for SBC, Councillors, Elections and other external customers. To maintain positive relationships with line managers and external customers.
- To support in developing and maintaining controls and guidance

Key Accountabilities

- To provide quality customer service and support to all members of staff contacting payroll, specifically providing accurate and clear information and prompt resolution on problems / queries raised on technical matters such as Income Tax, National Insurance Contributions, Pensions, including Auto enrolment and Statutory Payments.
- To develop a wide understanding of terms and conditions, pay scales and benefits related to SBC, PPS, GWH, Schools, and Academies and how cost code data is structured in these organisations.
- Apply specialist Knowledge to deal with complex problems/ queries regarding pay, allowances and other payments which involves complex annual calculations.

- Process all data received by the department for input onto payroll, verifying all entries are properly authorised and calculated prior to payroll input.
- Verify that all processing has been carried out correctly by checking source documentation against outputs to satisfy audit requirements and KPI mechanics.
- Complete third party information / official forms received from external agencies such as HMRC and Contributions Agency, ensuring that penalties are not incurred due to time delays or supply of inaccurate information.
- To calculate and process manual payments, ensuring that systems are utilised effectively to check calculations and that details of these payments are recorded and subsequently processed.
- To be adaptable and flexible to meet the changing needs of the business. To actively participate in a continuous improvement/ change culture seeking to improve services, performance and share expertise and skills with other members of the team
- Maintain and accurately update Management Information systems in a timely manner
- Manage Personal workloads to ensure data is processed within tight deadlines
- To support in any ad hoc project / other task as directed by Payroll Services Manager
- To ensure that confidential information is handled carefully and in line with GDPR data protection principles

Knowledge & Experience

- Experienced Payroll / MI administrator with up to date knowledge of payroll legislation
- Possesses excellent numeracy skills and close attention to detail
- NVQ 3 or equivalent experience
- Full working knowledge of Microsoft Office, Outlook , Excel
- Excellent organisational skills with the ability to prioritise and organise workload effectively
- Good communicator and able to build and develop relationships with internal and external customers
- Knows how to deliver service excellence, handle and resolve complaints and deal with difficult customers
- Work constructively as a team, understanding the roles and responsibilities and willingness to support others

Decision Making

- Be confident in giving accurate and timely advice on Payroll processes
- Manage a varied workload and demonstrate an ability to prioritise and meet regular deadlines
- Demonstrate initiative and willingness to learn new tasks
- To be able to identify, based on knowledge and experience, when to escalate information and queries to minimise the risk of breaching legislation or policy.

Creativity and Innovation

- Contribute to the development of internal Payroll processes ensuring improved business processes.
- Problem solving skills
- Solution focused

Contacts and Relationships

- Managers and employees of the Council, PPS, GWH, Schools and Academies
- Government departments and other third party providers / agencies

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

None

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	