

Job Title: Payroll Administrator	Role Profile Number: P/A
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

Other Key Features of the role

None

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