

<b>Job Title:</b> Payroll Manager	<b>Role Profile Number:</b> SBC_11954
<b>Level:</b> Level 10	<b>Date Prepared:</b> Oct 2023
<b>Directorate/Group:</b> People, Culture & Organisational Resilience	<b>Reporting to:</b> Head of HR Operations
<b>Structure Chart attached:</b>	

**Job Purpose**

Reporting to the Head of HR Operations and as a member of the HR Operations leadership team, the Payroll Manager is responsible for leading a team that effectively and efficiently process payrolls for circa 2,500 colleagues. The role will be accountable for the day-to-day management and operational performance of the payroll function and will be constantly curious and look for opportunities to simplify, standardise and create efficiencies. The role will work closely with key stakeholders internally and externally together with various third-party vendors.

**Key Accountabilities**

- Responsible for the operational delivery of end-end to payroll service across a large, complex and diverse business including monthly, quarterly and annual processing and statutory reporting obligations
- Leadership of the payroll function ensuring the team have the necessary skills, knowledge and experience to deliver payroll objectives and contribute to projects and business initiatives
- Create a culture of high engagement through inspirational leadership, openness, transparency and authenticity
- Lead and resolve Day to day issue/ escalation resolution and implementation of measures to mitigate reoccurrences
- Drive continuous improvements through the implementation or best practice payroll processes, maximising use of technology to drive efficiencies but also ensure consistency and governance control

- Ensure legal compliance across the function.
- Create, review and revise policies, procedures and processes in line with business and legal requirements
- Support internal and external audits and ensure scheduled annual, monthly and weekly internal checks are completed, undertaking spot checks as required
- Management of third-party suppliers ensuring a strong, effective working relationships
- Lead and support ad-hoc projects as required
- To drive delivery of a customer centric payroll service, ensuring it is proactive, robust and efficient.
- To ensure payroll services comply with SBC's standards and procedures, as well as national and international laws and codes of practice.
- To develop all processes to manage the optimum functioning of all payroll processing and associated objectives.
- To work closely with internal stakeholders and external agencies to promote the service, obtain feedback and manage changes and service developments successfully.
- Work with internal stakeholders to promote the Payroll service and engage closely with organisation priorities in order to ensure continuous improvement.
- Contribute to and support the scoping and planning of payroll activities associated with any organisational or service change projects.
- Develop and demonstrate a proactive approach to customer service issues whilst seeking innovative solutions to resolve them.
- To ensure that payroll is delivered within the agreed timescales and tolerances, and that payroll controls and third-party payments are reconciled on a monthly basis and in line with statutory and regulatory requirements.
- To proactively manage resources to ensure optimum staffing levels. Ensure all tasks are completed in line with contractual and other performance indicators, agreed service specifications and quality standards.
- To provide leadership, guidance and support across Payroll services, including the setting and monitoring of standards and targets for the service and individuals in the team.
- Ensure the team has access to current guidance material, understand it and are able to clearly communicate the payroll impacts of relevant HR policies and procedures to service users.
- Plan, co-ordinate and implement all events and activities within the payroll calendar with particular emphasis on ensuring that all payroll end of year requirements are delivered accurately and in line with statutory requirements.
- To support the future development of HR and Payroll systems through the optimisation of technology, contributing to the definition of future strategy.
- Actively provide feedback on processes within other teams to provide service improvement and reduce referral where possible e.g. staff training, FAQs and intranet content.
- Actively participate in a culture of continuous improvement within and across the Payroll and HR Administration teams, seeking to improve services, performance, data and stakeholder feedback.
- To maintain an up to date knowledge of payroll methodologies and regulatory framework and drive changes in the service to adapt to required changes to maintain an up to date service.
- Ensure processes and procedures are undertaken with due regard to audit standards. To liaise with external and internal audit agencies as appropriate.
- Ensure adequate controls are in place and continually monitor and review e.g. information security, business compliance, and management of risk.

- To keep abreast of law changes, tax directives and other information pertaining to Payroll by undertaking research and gathering information through appropriate channels such as payroll institutions, regulatory bodies, Local Government and HRIS provider forums.

### **Knowledge & Experience**

- Substantial experience of managing a high-volume end to end payroll service with multiple clients/payrolls.
- Knowledge and experience of delivering services using an integrated HR system.
- Strong leadership skills.
- High level IT skills.
- Sound financial management experience.
- Proven administration skills.
- Knowledge of effective workflow methodologies.
- Strong verbal and written communication skills.
- Possesses excellent numeracy skills and close attention to detail.
- Full working knowledge of Microsoft Office, Outlook, Excel.
- Experience of managing internal and external stakeholder relationships.

### **Qualification:**

- A Foundation Degree in Payroll Management from The Chartered Institute of Payroll Professionals

### **Decision Making**

- Allocation of workload to team members, ensuring escalation protocols are followed and managed appropriately.
- Able to interpret and implement Payroll legislation.
- Manage a varied workload and demonstrate an ability to prioritise and meet regular deadlines.
- 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**

- Ability to identify, implement and manage service improvements.
- Ability to design and document payroll and business processes
- Problem solving skills
- Solution focused

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Senior Payroll Administrators</li> <li>• Payroll Administrators</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Delivery of high-volume payroll service</li> <li>• Timely and accurate processing of third-party payments</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p>
--	--	--------------------

**Contacts and Relationships**

- Managers and employees of the Council
- Councillors
- Charities
- Pensions Funds
- HMRC
- Government departments and other third-party providers / agencies

**Values & Behaviours**

**Delivering Performance and Results**

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

**Collaborating and Innovating**

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

## Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

## Other Key Features of the role

The requirement to be on site 2/3 days per week

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	