



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Payroll Administrator (Schools)	<b>Role Profile Number:</b> BSN128
<b>Grade: M</b> <b>Salary:</b>	<b>Date Prepared:</b> April 2020
<b>Directorate/Group:</b> HROD	<b>Reporting to:</b> Payroll Manager
<b>Structure Chart attached:</b>	

### Job Purpose

The main part of this role is to work as part of the wider payroll team supporting the delivery of the payroll for maintained schools within SBC and additional schools and academies through SBC traded service. As part of the payroll team, you will contribute to the provision of a high performing and quality payroll service. Making sure that all payroll activity is delivered within SBC's policy and legislation frameworks and ensuring correct controls are maintained.

### Key Accountabilities

- To deliver a high quality and comprehensive payroll information service to employees, head teachers and managers.
- To be the main point of contact for all payroll queries on a wide range of SBC, schools teachers and employee's pay and benefits, responsible for responding and resolving enquiries through phone calls, email and other correspondence.
- To support all activities to ensure payroll is delivered within the agreed timescales and accuracy levels, and that the payroll control process is adhered to and all payrolls are reconciled each month in line with statutory and regulatory requirements.
- To demonstrate a proactive approach to customer service issues whilst seeking innovative solutions to resolve them.
- To maintain customer service standards by responding to all enquiries within defined SLAs, remaining courteous and professional at all times and to monitor workflows, escalating issues to the Payroll Manager.
- To guide School Business Managers and employees through payroll services ensuring that the correct forms are completed and where required, enabling efficient payroll processing.
- To ensure all tasks are completed consistently in accordance with quality assurance and timeliness requirements, escalating issues to the Payroll Manager where required.

- To ensure that all payrolls are processed within detailed timelines and that the processes are streamlined and effective.
- To provide an accurate collation of enquiries by inputting all details onto the relevant HR systems.
- Maintain accurate and up-to-date management information systems.
- Manage, store, use and maintain 'personal data' ensuring compliance with the Council's Data Protection policy.
- Share expertise and skills with others in the team.
- To ensure all payroll inputs and outputs are completed correctly and are auditable.
- To ensure month by month reconciliation is completed to aid accuracy and year end submission.
- To reconcile the P14 each month to ensure that the payrolls for Schools and Academies balances at the end of each year ready for the filing on line.
- To support any Internal Audit and external agencies requirements as and when required in the performance of duties stated.
- To ensure required changes to current guidance materials are implemented or escalated to the relevant service area and users.
- To develop a wide understanding of terms and conditions, pay scales and benefits related to 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.
- Complete third party information/official forms received from external agencies such as HMRC, Court Orders etc, ensuring that penalties are not incurred due to time delays or supply of inaccurate information.
- 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.

### **Knowledge & Experience**

- Knowledge of payroll administration and payroll legislation.
- Experienced administrator with an ability to interpret and implement payroll legislation.
- Experience of working in a high volume administration environment with multiple clients / users.
- Knowledge of effective workflow methodologies.
- 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

- Allocation of own workload to ensure payrolls are run on time.
- Be confident in giving accurate and timely advice on payroll processes and complex payroll queries.
- 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 improving business processes.
- Problem solving.
- Solution focussed.

<u>Job Scope</u>	<b>Budget Holder</b>	Yes/No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>•</li><li>•</li></ul>	<b>Responsibility</b>	.
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>	<b>Asset Responsibility:</b>	

## Contacts and Relationships

- Managers and employees of the Council Schools and Academies.
- Schools purchasing payroll services
- Pensions Funds
- HMRC
- Government departments and other third party providers / agencies

## Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviors, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behavior style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.