



Job Title: Payroll Services Lead	Role Profile Number: P/A
Grade: Salary: Q	Date Prepared: July 2020
Directorate/Group: People Development	Reporting to: HR Operations Manager
Structure Chart attached:	

Job Purpose

To deliver a comprehensive payroll service to ensure all are paid accurately and on time. Responsible for multiple payrolls, month and year end reconciliations and payroll authorisation processes.

Create and manage a loyal, dedicated and skilled payroll team to deliver a modern and professional service, one that's thought of highly at all levels throughout the council. Developing a strong customer focus.

A senior member of the HR Operations Team, working in partnership with HR Systems, Resourcing and Advisory teams, consistently driving opportunities for improvement, resolving issues efficiently. Responsible for ensuring the team are kept up to date with legislative and statutory changes as well as council policy. Ensure changes and processes are implemented timely and effectively.

Ensure payroll services comply with SBC's standards and procedures, as well as national and international laws and codes of practice.

Engage with Finance and Audit colleagues to promote collaborative working and share best practice.

Recognise and work with internal stakeholders and external agencies effectively using feedback to manage changes and service developments successfully.

Key Accountabilities

- Responsible for checking and validating the accuracy and completion of each months pay run, signing off the gross to net payroll, all submissions to statutory bodies, end of year runs including P11D's, downloads from HMRC, costings load into General ledger, payslip and P60 printing and distribution.
- Responsible for verifying that the monthly and pension auto enrolment routine has accurately run and that the appropriate deductions are made.

- Ensure maintenance of appropriate payroll records within the team. Liaise with HMRC and Contributions Agency as necessary, in relation to particular cases.
- Ensure compliance with yearly audit requirements and implement timely actions.
- Work collaboratively with the HR system lead and drive through improvement and online applications.
- Keep up to date with HMRC legislation and ensure compliance and ensure all HMRC payments are made on time.
- Keep up to date with NHS and Wiltshire pension schemes to ensure knowledge and timely process interventions including Auto Enrolment Pension rules and compliance.
- Ensure all pensions payments are made to the various pension schemes/funds.
- Have a disciplined approach to development and implementation of standardised processes and procedures to drive results.
- Manage and motivate the payroll team effectively ensuring staff are clear on their roles and their contribution to the performance of the payroll team and HROD. Through regular one to one's team briefings, PDP' etc.
- Drive towards a modern and efficient, professional payroll service with a strong customer focus.
- 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.
- 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.
- Work in partnership with the HR systems lead to ensure effective system solutions and ongoing development is in place.
- Actively provide feedback on processes within HROD and service users and utilise communications and engagement tools available e.g. manager & staff awareness training, FAQs and intranet content.
- As part of the Senior HR Operations team actively lead a culture of continuous improvement across HR Operations, seeking to improve services, performance, data and stakeholder feedback.
- Maintain an up to date knowledge of payroll methodologies and regulatory framework and drive changes in the service to adapt to required changes.
- 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

- Significant experience of operating multiple Monthly high volume payrolls
- Operational knowledge of Payroll Month and Year End processes
- Comprehensive understanding of payroll end-to-end processes in order to be able provide advice and provide guidance to the Payroll team.
- Experience of delivering services using an integrated HR/payroll system.
- Good understanding and knowledge of Company PAYE schemes.
- Knowledge and completion of Payroll FPS/EPS files.
- Can demonstrate in-depth knowledge of payroll technology and has a genuine interest in using systems to reduce administrative burden.
- IT literate in Microsoft Excel and Payroll software.
- Strong excel capability and knowledge of payroll and/or finance systems.
- The ability to pay attention to detail whilst working to strict deadlines.
- Strong verbal and written communication and engagement skills.
- Full working knowledge of Microsoft Office, Outlook, Excel.
- Experience of influencing internal and external stakeholder relationships.

Decision Making

- Allocation of workload to team members, ensuring escalation protocols are followed and managed appropriately.
- 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.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• 1 x Senior Payroll Administrator• 5 x Payroll Administrators Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Delivery of high volume payroll services to multiple payrolls• Timely and accurate processing of third party payments	Budget Holder Responsibility Asset Responsibility:	No
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Contacts and Relationships

- Managers and workers of the Council and Public Power Solutions
- Councillors
- Charities
- 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.