

JOB DESCRIPTION

Job title	Deputy Payroll Manager
Sector/Function	Finance
Department	Payroll
Reports to	Payroll manager
Grade	Grade 4

Job purpose	<p>Ensure accurate and timely payment of salaries and pensions by leading a team in the day to day operational requirements of payroll.</p> <p>Lead on continuous improvements in payroll and pension processes and their links with wider organisational processes.</p>
Key accountabilities	<p>Deliver Turning Point's payrolls accurately and in a timely way</p> <ul style="list-style-type: none"> • Oversee the processing of starters, leavers, variations, maternity and other adjustments to employee payments and deductions. • Oversee the processing of pension applications, leavers and annual renewal requirements for the organisations occupational pension schemes, including the NHS and LGPS pension schemes. • Undertake manual calculations of the effect of payroll and pension changes (including starters, leavers, tax, NIC, pension contributions etc.) using analytical skills with a view to getting it right first time. • Ensure that payments and deductions are within statutory and contractual limits and are duly authorised and applied. • Develop and implement accurate and appropriate checks for all payroll and pension processes to ensure robust application of contractual, statutory and audit requirements. • Produce and reconcile all payrolls up to and including the BACS submission. • Ensure that all statutory reporting, record keeping and administration requirements relating to all payrolls and pension schemes are met, including the production and distribution of payslips, P45's and P60's. • Oversee the effective filing (electronic or paper) of payroll and pension records and data by the application of policies and procedures relating to contractual, statutory and audit requirements. • Provide a point of escalation for the Pensions Officer when pension risks attached to tenders for new contracts have been identified. • Support the Pension Officer in ensuring that the internal and external requirements relating to all pension schemes are met on a timely basis when employees TUPE into the organisation. • Deputise for the payroll manager during periods of planned or unplanned absence or when the payroll manager is required by the business to be involved in other strategic business projects. <p>Develop our set of Management Information and Data to help decision making and continuous improvement</p> <ul style="list-style-type: none"> • Provide accurate and meaningful management information as required by both internal and external customers, based on data extracted from internal applications and databases. • Produce and distribute ad-hoc information as determined by business needs. • Create monthly reports which demonstrate performance and identify areas for improvement, both within the payroll team and the wider organisation.

	<p>Constantly monitor processes and make on-going improvements</p> <ul style="list-style-type: none"> • Seek and analyse feedback from the payroll team and other stakeholders in payroll and pension processes to identify areas that are working well and areas for improvement. • Encourage the involvement of the payroll team in identifying and implementing improvements. • Support IMT with the development of payroll applications. • Lead the payroll team in documenting, reviewing and updating payroll and pension processes and on a continual basis. 	
	<p>Provide day to day leadership to the payroll team, ensuring that team members feel engaged and aligned to the goals of the Finance team</p> <ul style="list-style-type: none"> • Set objectives for the payroll team members which link in to the wider Finance priorities and focus on development of individuals – technically, professionally and personally. • Provide advice and support on the personal development for all payroll team members. 	
	<p>Provide an excellent customer service to all internal and external stakeholders who contact the payroll team</p> <ul style="list-style-type: none"> • Seek and review customer feedback on an on-going basis and take action where appropriate. • Instil in the payroll team an ethos of customer service and of being person centred • Ensure the team take ownership and responsibility for the full resolution of issues • Ensure that all communications from the team are effective and appropriate, ensuring the team provides full and accurate information and avoids the use of jargon. • Maintain/acquire an up-to-date knowledge of payroll regulations and relevant internal policies, and of the regulations and requirements associated with all pensions of which our employees are members, seeking external advice where necessary. • Effectively demonstrate that all team members comply with confidentiality policies at all times. • Understand the requirements of GDPR and ensure the compliance of all team members in the processing, reporting and storage of personal and sensitive data. 	
Dimensions	Direct reports: 3	
	Total staff overseen: 3	
	Planning outlook	Weekly, monthly, quarterly and annually.
	Internal contacts	Finance team, HR team, line managers, all employees,
	External Contacts	HMRC, Courts, Councils, financial authorities, Pensions Regulator, NHS Pensions Agency, LGPS Admitted Bodies, Auditors and other third parties.

PERSON SPECIFICATION

Job title	Payroll and Pensions Team Leader	
Personal attributes	<p>Essential</p> <p>Strong team leadership skills</p> <p>Enthusiastic and positive with a 'can do' attitude and the initiative to highlight where improvements can be made – they do not wait to be asked.</p> <p>Forward thinking and strong problem solving skills with the ability to identify the root cause of issues and address them with appropriate solutions.</p> <p>Effective oral and written communication skills, including the ability to communicate effectively to all parts of the organisation and other outside bodies.</p> <p>Ability to work as part of a team, demonstrating support to other organisational teams</p> <p>Excellent time management with the ability to work to varying deadlines and high work volumes.</p>	<p>Desirable</p> <p>Coaching and mentoring skills of other team members.</p> <p>Curious and inquisitive style, ensuring that the task is fully understood before undertaking it, demonstrating strong listening skills and asking challenging questions where appropriate to identify better ways of working.</p> <p>Building relationships with our customers (internal and external) through delivery of a high standard of customer service and understanding their needs from their perspective.</p>
Technical attributes	<p>Essential</p> <p>Ability to use Microsoft office applications to an intermediate standard</p> <p>Ability to undertake manual calculations (including tax, NIC and pension deductions) in line with legislation</p> <p>A practical understanding of confidentiality and data protection legislation.</p> <p>An excellent knowledge of payroll and pensions legislation coupled with the ability to respond to and apply</p>	<p>Desirable</p> <p>Experience of Midland HR's Trent HR/Payroll application.</p> <p>Experience of a salary sacrifice group personal pension plan.</p> <p>Experience of pension scheme starters, leaver and year end administration including NHS and LGPS pension schemes.</p>

	<p>mandated changes.</p> <p>Knowledge of pension auto enrolment legislation including requirements in relation to membership of both NHS and LGPS schemes.</p> <p>Identification and resolution of overpayments to a full recovery position in line with the organisations policy on overpayments.</p> <p>Ownership of pay related policies along with personal input and successful adoption across the business.</p> <p>Experience of TUPE legislation requirements and responsibilities both in and out of an organisation.</p> <p>Excellent numeracy and analytical skills.</p>	
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Acquired experience & qualifications	Essential	Desirable
	<p>Three years' experience of leading a team in processing complex monthly payrolls with a large volume of employees.</p> <p>Three years' experience of leading a team in processing pension contributions and payrolls.</p>	<p>Recognised payroll.</p> <p>Recognised pension qualification.</p>

Other requirements	Essential	Desirable