**JOB DESCRIPTION**

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| **Job title** | Payroll Officer | |
| **Sector/Function** | Finance | |
| **Department** | Payroll | |
| **Reports to** | Deputy Payroll Manager | |
| **Grade** | Grade 3 | |
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| **Job purpose** | Ensure accurate and timely payment of salaries by applying contractual and statutory requirements and internal policies.  Contribute to continuous improvements in payroll and pension processes and their links with wider organisational processes. | |
| **Key accountabilities** | **Support with the accurate and timely delivery of Turning Point’s payrolls**   * Process/check starters, leavers, variations, maternity and other adjustments to employee payments and deductions in an accurate and timely manner. * 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. * Process payments and deductions within statutory and contractual limits, ensuring they are duly authorised. * Undertake accurate and appropriate checks for all payroll and pension processes to ensure robust application of contractual, statutory and audit requirements. * Support with meeting all statutory reporting, record keeping and administration requirements relating to all payrolls and pension schemes, including the production and distribution of payslips, P45’s and P60’s. * File electronic payroll and pension records and data by applying policies and procedures relating to contractual, statutory and audit requirements. * Support end to end pension processes meeting the needs of the organisation including enrolment, opt outs and submission. | |
| **Provide management information and data to help decision making and continuous improvement**   * 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. | |
| **Constantly challenge processes and contribute to on-going improvements**   * Identify areas in payroll and pension processes that are working well and areas for improvement. * Contribute to the implementation of improvements to payroll and pension processes. * Support IMT with the development of payroll applications. * Support the Deputy Payroll Manager in documenting, reviewing and updating payroll and pension processes and on a continual basis. | |
| **Provide an excellent customer service to all internal and external stakeholders who contact the payroll team**   * Demonstrate an ethos of customer service and of being person centred. * Take personal ownership and responsibility for the full and timely resolution of issues. * Communicate with all stakeholders effectively and appropriately, ensuring they have full and accurate information and avoiding the use of jargon. * Maintain/acquire an up-to-date knowledge of payroll regulations and relevant internal policies. * Comply with confidentiality policies and procedures at all times. * Understand the requirements of GDPR and ensure compliance in the processing, reporting and storage of personal and sensitive data. | |
| **Dimensions** | Direct reports: 0 | |
| Total staff overseen: 0 | |
| 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**

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| **Job title** | **Payroll Officer** | |
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| **Personal attributes** | **Essential** | **Desirable** |
| 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.  Forward thinking and strong problem solving skills with the ability to identify the root cause of issues and address them with appropriate solutions.  Effective oral and written communication skills, including the ability to communicate effectively to all parts of the organisation and other outside bodies.  Ability to work as part of a team, demonstrating support to other organisational teams  Excellent time management with the ability to work to varying deadlines and high work volumes. | 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.  Building relationships with our customers (internal and external) through delivery of a high standard of customer service and understanding their needs from their perspective. |
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| **Technical attributes** | **Essential** | **Desirable** |
| Experience of processing complex monthly payrolls with a large volume of employees.  Ability to use Microsoft office applications to an intermediate standard  Ability to undertake manual calculations (including tax, NIC and pension deductions) in line with legislation  A practical understanding of confidentiality and data protection legislation.  A good knowledge of payroll and pensions legislation coupled with the ability to respond to and apply mandated changes.  Experience of delivering a customer focused in-house payroll service.  Excellent numeracy and analytical skills. | Experience of Midland HR’s iTrent HR/Payroll application.  Experience of a salary sacrifice group personal pension plan.  Experience of pension scheme starters, leaver and year end administration including NHS and LGPS pension schemes.  Exposure to pension auto enrolment legislation.  Experience of TUPE legislation requirements and responsibilities both in and out of an organisation. |
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| **Acquired experience & qualifications** | **Essential** | **Desirable** |
| One year’s experience of processing complex monthly payrolls with a large volume of employees.  One year’s experience of processing pension contributions for complex monthly payrolls with a large volume of employees. | Recognised payroll qualification.  Recognised pension qualification.  Three years’ experience of processing complex monthly payrolls with a large volume of employees.  Three years’ experience of processing pension contributions for complex monthly payrolls with a large volume of employees. |
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