

MY JOB:

Deputy Payroll Manager



JOB PURPOSE: *Ensure the accurate and timely payment of salaries by leading the team in the day to day operational requirements of payroll whilst upholding an excellent level of customer service to colleagues.*

WHAT I AM ACCOUNTABLE FOR:

- Manage and coach the Payroll/Pension Officers to deliver an outstanding level of service to all colleagues at Turning Point ensuring team members are supported and developed whilst doing so
- Assist the Payroll Manager in the delivery of an accurate and timely payroll – ensuring all processes are completed on time and process end to end payroll in the absence of the Payroll Manager
- Work with external stakeholders to ensure that queries we receive are actioned upon and strong working relationships are maintained/developed
- To drive the adoption of change and to train colleagues on new processes to improve capability as the service that we offer matures across the entire HR Operations function
- Manage and maintain fair distribution of workloads across the payroll team whilst ensuring a high quality of work from each team member.
- Manage & maintain a knowledge base for the entire Payroll processes that can be used by all to understand and effectively navigate through those processes
- Provide Leaders across TP with the knowledge and guidance to resolve and avoid payroll issues quickly ensuring that the root cause is addressed, and issues escalated where appropriate
- To act as senior escalation point to manage queries from colleagues, where team members have been unsuccessful in resolving issues to ensure minimum impact on the colleague
- To develop a culture which supports outstanding customer service, continuous improvement, quality and overall improvements to the function. With a focus on customer service and quality assuring the service provided by Payroll/Pension Officers.
- To develop and monitor clear SLA's for the payroll function, reporting and developing each month with the assistance of the Payroll Manager. Providing feedback and guidance to all team members to continuously drive improvements
- To work closely with the business and HR Operations team to improve systems and processes based on feedback whilst ensuring the provision of a professional and customer focussed payroll service.
- Keep up to date with relevant laws and regulations working collaboratively across TP to ensure that these are implemented in processes and systems, whilst ensuring that all statutory deadlines / obligations are met
- Oversee the processing of pension applications, leavers and annual renewal requirements for the organisations occupational pension schemes, including the NHS and LGPS pension schemes by managing and coaching the Pension Officer position.

HOW I OPERATE:

Values Led Leadership

- My team management is key to enabling the teams delivery of excellence in the service that we offer, enhancing the colleague experience and ensuring deadlines are met
- I have the ability to offer consistent and accurate advice on a regular basis, supporting and coaching team members to problem solve whilst enhancing their capability
- I am enthusiastic about Payroll and what it can deliver with a successful track record of delivering Payroll and related services
- Use my excellent attention to detail with the ability to be able to complete complex analysis of data
- Building my stakeholder portfolio to enhance relationships inside and outside of TP so I am seen as a go to person for escalations and payroll queries
- Maintaining positive approach to dealing with colleagues across the organisation to enhance our customer service

WHAT I NEED:

Skills & Knowledge

- Proven Leadership skill of a team or individual within a payroll environment
- Analysis of complex data and trending
- Ability to lead process improvement and an enthusiasm / solution orientated to reengineer complex multi team processes
- Knowledge of key data and regulatory requirements for payroll
- Office 365 Skills
- Level 5 CIPP or Equivalent qualification would be advantageous