

Employing council



Job Title	Payroll Subject Matter Expert (SME)
Grade	Havering Grade G8, Newham Grade PO4,
Location	Newham, Havering. The post holder must be flexible and work across council sites

Accountable to	Payroll Manager
Line management responsibility for	n/a
Job Purpose:	<ul style="list-style-type: none"> • Identifying improvements to processes across People Transactional Services, leading on the scoping and co-ordination of changes • Directly working with the Payroll Manager, and Corporate Business System Team, leading in the design development, testing and successful implementation of new payrolls, grade ladders and migration of data. • Ensure that managers and employees have the guidance and best processes available for carrying out all payroll related tasks in accordance with the self-service working practices across both authorities. • Advise and support professional users, ensuring service knowledge is maintained, reducing the number of calls and queries raised to 3rd party software providers. Working with the Payroll Processing team to increase knowledge and resilience on more technical aspects of the Fusion Payroll system. • Researching and networking with other clients using the Fusion system, gaining an understanding of best practice. • Leading on the reporting needs of Payroll
Specific Responsibilities	<ol style="list-style-type: none"> 1. Focus on the identification of areas of development within the Payroll module of Fusion. 2. Lead projects and work streams across Payroll taking on a project lead role on their successful implementation i.e. new payrolls, migration of data. 3. Identify and seek solutions to risks within the Payroll Fusion system working with the Payroll Manager and Corporate Business System Team. 4. Lead the implementation of new Fusion system update releases including co-ordinating testing resources and constantly reviewing test scripts so that they provide the appropriate protection for the Payroll modules in both authority's. 5. Ensure training and guidance available to professional users and customers is consistent, accessible and up to date. 6. Liaise with internal and external audit to ensure the Council's Payroll management system and processes are robust and fit for purpose. 7. Will act as the subject matter expert for the Payroll system, supporting officers

- and users to ensure compliance and understanding of processes.
8. Work closely with other SME's across other functional areas, to ensure co-ordination for development and testing of processes.
 9. Ensure the reporting requirements for Payroll modules are met through the provision of the Fusion dashboard and other means as appropriate.
 10. Liaise with professional users, customers and wider stakeholders to develop a strategy to increase self-service, efficiency in payroll processes.
 11. Network with other Authorities and providers to help identify improvements to processes and use of best practice.
 12. Maximise the potential of the Fusion system to lead on continuous improvement process in conjunction with customers and stakeholders.
 13. Liaise with Business Systems and other stakeholders to ensure a seamless system provision and efficient delivery of system and reporting developments.
 14. Provide high quality and consistent advice and support to all clients.
 15. Introduction of improved data collection and reporting tools, to improve oversight of errors and performance within People Transactional Services.
 16. Carry out regular reviews of processes across payroll.
 17. Create and document processes and procedures for HR, Payroll systems.
 18. Co-ordination and escalation to System Team and 3rd Party Software providers, for performance issues and system errors.
 19. Raising calls relating to Fusion, where required working with the Corporate Business System Team when calls are raised to 3rd party system providers
 20. Lead on delivery of Training to customers and professional users.
 21. Ensure that decisions and changes in policy and legislation are understood and implemented efficiently and in a timely manner. Ensuring that processes are robust and compliant.
 22. Lead and/or contribute to reviews, development, dissemination and implementation of new policies, procedures and processes to improve self-service, service delivery, and customer satisfaction.
 23. Manage and resolve complex queries raised within People Transactional Services
 24. Escalation of system and process issues which have a detrimental impact on the team, services and employees.
 25. Interprets when issues are arising and follows correct chain of escalation, taking responsibility for resolution where necessary
 26. Operates within established policies, procedures and operating frameworks to achieve targets.
 27. Ensure records and information systems are kept accurately including the inputting and updating of information on appropriate computerised information systems.
 28. Promote the Council's image as an employer through the implementation of best practice, and efficient and effective processes.
 29. Ensure the implementation of the Council's equality and diversity objectives through a range of practical activities relating to recruitment, including providing advice and guidance to managers, positive action initiatives and monitoring and

	<p>evaluation of recruitment outcomes.</p> <p>30. Make the best use of appropriate ICT systems including the Council's Fusion System, internet and intranet, email and other systems in order to provide an efficient and effective recruitment service.</p> <p>31. Ensure work is completed and compliant with agreed timescales, targets and service standards.</p> <p>32. Work flexibly and proactively with colleagues across HR services and with service managers to deliver in a customer focussed way and to deliver the desired culture across the organisation(s). Contributing to the development of self-service through identifying areas of work that will give staff greater ability to self-serve their requirements</p> <p>33. Monitor, review and reconcile data entered into council systems, in a timely, accurate and consistent manner.</p> <p>34. Ensure that transactions made through the council systems are validated in accordance with policies, procedures and legislation, carrying out appropriate checks to prevent and/or identify fraud. Liaising with appropriate teams/staff to validate data accuracy.</p>
General	<ul style="list-style-type: none"> • oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. • Comply with Health and Safety Regulations associated with your employment. • Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence.

Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
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<p>Able to demonstrate and evidence a highly developed Competence in:</p>	<ul style="list-style-type: none"> • Service improvement, maximising efficiency and new delivery models for the functions within the shared service. • Ability to lead through example, achieve results through others, delegate and manage tasks, both within own team and across a broader multi disciplinary team. • Ability to develop and maintain a positive working climate, good morale and cooperation respecting diverse backgrounds. • Readiness to identify and implement ways of improving the overall quality, efficiency and effectiveness of their own work, and the work of their team or service. • Commitment to listen and value customers' needs, suggestions and feedback while recognising differences among customers. • Ability to make sound judgments on the information available and present it to diverse audiences in a clear and concise manner. • Willingness to challenge unacceptable behaviours in others and act upon concerns of inequality and discriminatory behaviour. • Willingness to take personal responsibility for own learning, development and performance. • Good written and verbal communication skills. • Effective interpersonal skills. • Ability to work effectively as part of a team. • Ability to work on own initiative and manage a significant and varied workload with competing demands. • Ability to manage and motivate staff. • Ability to assist in the implementation of recruitment ICT solutions and to learn and use new systems quickly. • Ability to prepare simple reports and documents. • Attention to detail. • Ability to develop and maintain good, productive working relationships with managers and HR colleagues in a highly customer focused environment. 	
<p>Able to demonstrate and evidence Knowledge and experience in</p>	<ul style="list-style-type: none"> • Experience of leading projects working to tight deadlines in a fast paced, results-focused environment. • Clear experience of using multiple software systems for processing business tasks and information, and defining and analysing related reports. 	

	<ul style="list-style-type: none"> • Experience of managing quality standards to ensure outputs are of the required standard. • Experience of improving services to customers to meet their changing business needs. • Proven experience and ability in interpreting and influencing customer needs and developing shared services to meet these needs. • The need to be proficient in developing and implementing effective Transactional HR and Hierarchy process, and be able to evaluate their success. • Working knowledge of recruitment, payroll and hierarchies • Expert knowledge in the HR, Manager, Employee and Payroll modules of Fusion. • Detailed working knowledge of Microsoft Word, Excel and/or access in order to input and manipulate data. • Demonstrate good knowledge and commitment to diversity and equality in the workplace • Experience of working efficiently, effectively and accurately in a complex and busy Transactional HR setting. • Experience of using Microsoft databases/spreadsheets. • Experience of dealing effectively with customers face to face and on the telephone. • Experience in implementing a range of recruitment and selection methods. 	
<p>Behaviours and personal qualities</p>	<ul style="list-style-type: none"> • Demonstrate a professional approach and commitment to customer service. • Flexible, proactive and responsive approach to work. • Able to maintain confidentiality and sensitivity in all circumstances. • Able to demonstrate behaviours which embrace the Council's Values of engaging our community, providing high quality service, focusing on achieving outcomes, working with integrity and honesty and valuing colleagues and their performance. 	

Havering Competencies (Not applicable to Newham posts)

Competency Profile

<p>Communicating Openly and Effectively</p> <p>Level C</p>	<ul style="list-style-type: none"> • Communicates complex information to others effectively. • Is a clear and persuasive communicator, using influencing and negotiating skills when necessary. • Actively listens to, respects and values the view of others. • Presents succinct, well balanced information orally and in writing, with clear outcomes. • Sets up opportunities to influence others prior to decisions being made • Understands and responds to organisational politics. • Facilitates discussions to achieve collective objectives. • Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively. • Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity, and communicates this to their staff
<p>Delivering Excellent Customer Service</p> <p>Level C</p>	<ul style="list-style-type: none"> • Acts as role model in own personal approach to customer focus. • Proactively seeks and effectively uses customer information to inform service delivery. • Proactively seeks to establish and meet current and future needs of customers. • Organises processes around customers, taking account of complex and sensitive issues to meet their long term needs. • Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems e.g. CRM. • Creates an environment where team/s are empowered to put customers first.
<p>Achieving Results and Success</p> <p>Level C</p>	<ul style="list-style-type: none"> • Evaluates and monitors performance. • Uses knowledge of social and political dynamics to achieve results. • Encourages organisational learning and continuous improvement. • Demonstrates integrity, fairness and consistency in decision making. • Sets demanding but achievable objectives for self and others. • Achieves results through effective management of self and others. • Identifies and manages risk. • Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes.
<p>Planning and Implementing</p>	<ul style="list-style-type: none"> • Plans and prioritises workload to ensure deadlines are met through busy periods. • Monitors and adjusts plans as necessary. • Communicates the plans to appropriate staff / stakeholders.

Level B	<ul style="list-style-type: none"> • Makes effective use of time. • Balances short term requests with long term priorities. • Determination and commitment.
Respecting Others Level C	<ul style="list-style-type: none"> • Develops a culture of Equality and Diversity. • Empowers people to achieve best practice in this area. • Adapts to different audiences. • Demonstrates integrity and consistency in decision making. • Ensures team members value diversity. • Demonstrates clear and consistent leadership in promoting equality and diversity. • Ensures full access to services for all. • Responds efficiently and appropriately where there is evidence of unfairness. • Respects confidentiality wherever appropriate. • Challenges inappropriate behaviour.