

Employing council



Job Title	Payroll Processing and Control Officer
Grade	Havering Grade G7, Newham Grade Scale PO1,
Location	Newham, Havering. The post holder must be flexible and work across council sites

Accountable to	Payroll Processing and Control Lead
Line management responsibility for	n/a
Job Purpose:	<ol style="list-style-type: none"> 1. Processing all monthly payrolls across each authority payroll systems. 2. Deliver a high quality, consistent and professional service that meets strategic objectives, service level agreements (SLA), legislation, policies and procedures, being efficient and effective, whilst meeting agreed timeframes, standards and targets. 3. Provide professional and expert advice and support in a cost effective, efficient and solutions-focussed way that ensures customer satisfaction and positively impacts customer confidence and experience of the service. 4. Provide complex advice and deal with complex queries and process resolution in accordance with legislation, operational procedures and employee terms and conditions. 5. Provide assistance & support to other members of the team to enable them to deliver the required levels of service 6. Develop and maintain up-to-date expertise and knowledge on relevant legislation, policies, procedures and employee terms and conditions. 7. Develop and maintain systems and procedures for service delivery and support, scrutinising payroll output to identify anomalies and escalating to officers 8. To lead on the administration of the Teacher's Pension Scheme across two funds and be the main point of contact and expert advisor on all Teacher Pension Scheme issues and queries including reconciliation of the MCR. 9. Ensure accurate and timely data and information is provided to government organisations including HMRC, DWP etc. to ensure the Council meets its statutory obligations. Including balancing RTI FPS & EPS payments. 10. Reconciliation of payroll outputs and producing client reports to external payrolls.

Specific
Responsibilities

1. Run payrolls, ensuring errors are raised as required, process run reports for payroll officers to check and validate runs.
2. Produce payslips, BACS process and reports for clients.
3. Run interfaces for G.L. Create direct debits for school recharging and ensure suspense account is clear every pay run
4. Liaise with the tax office, Department of Works and Pensions and the LPFA as required.
5. Respond to third party accident claims providing complex breakdowns of salaries.
6. Identify and record any system faults and follow these up with Business Systems as appropriate.
7. Administer, co-ordinate and make payroll input onto the payroll system in line with internal policies & procedures and audit recommendations, on a range of procedures which include:
 - a. Preparing amendments/variations of employment.
 - b. Processing sickness records/SSP/sickness entitlements.
 - c. Processing statutory leave arrangements.
 - d. Processing resignations and retirements.
8. Keep abreast of legislative changes concerning taxation and other statutory payments and deductions, thus responsible for advice & guidance on matters relating to tax and statutory payments to employees.
9. Issue payments outside of a payroll run and to ensure that all documentation is filed appropriately
10. Ensuring reports are run and reconciled and payments are prepared to ensure statutory deadlines for payments are met.
11. Identify when issues are arising and flag with the Team Lead as necessary.
12. Analyse and interpret financial payments, and carries out detailed financial calculations or reconciliations to ensure accuracy and validity, including undertaking complex pay calculations, and including gross to net and amendments to the payroll system as required.
13. Financial/Resources responsibility for processing and reconciling complex information, completing complex transactions in accordance with procedures
14. Ensure records and information systems, manual and computerised, are maintained, updated and accurate. Assisting officers in processing and inputting information in to the appropriate system.
15. Work flexibly and proactively with colleagues across HR services and with service managers to deliver in a responsive customer focussed way and to deliver the desired culture across the organisation(s). Contributing to the development of self-service.
16. Maintain, report on and analyse management information in respect of all service delivery, implementing improvements to the recording, collation, analysis and evaluation of data, in order to assist with the performance management of the service. Sharing information as required
17. Liaise with the Teacher's Pension Scheme fund administrators and manage queries and work flows from members. This would include estimate requests, service enquiries and retirement queries, death benefits, ill health, re-employment and maternity options, processing leaving forms
18. Maintain Teachers Pension system for members and being primary contact for member queries
19. Support the monthly reconciliation of Teachers Pension payments received and

	<p>deductions made, lead on the production of the Monthly Contribution Reconciliation Report, reconciling the report against the payroll output files and the monthly payment to Teachers pension , supporting with the end of year return, overall ensuring the authorities statutory responsibility for MCR is fulfilled.</p> <ol style="list-style-type: none"> 20. Co-ordinating the resolution of Teachers Pension queries working with Payroll Officers, Teachers Pension Administrators and members. 21. 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 as appropriate to validate data accuracy. 22. Contribute to reviews, development, dissemination and implementation of new policies, procedures and processes to improve service delivery, self-service and customer satisfaction. 23. Contribute to and or support projects and initiatives, proactively identifying opportunities to improve service delivery and customer satisfaction. 24. Make best use of all relevant IT systems, identifying recording and reporting any system faults. Participating in system testing as required. 25. Support the Team Lead in carrying out management activity including elements of supervision for developmental purposes as required. 26. Maintain high levels of sensitivity in relation to personal, confidential and sensitive information and issues. 27. Participate in audits of Transactional Services to ensure compliance and manage risk. 28. Actively promotes equality, diversity and inclusion within the organisation and acts in a manner consistent with these principles.
<p>General</p>	<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
<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. • Good numeracy skills. • Effective interpersonal skills. 	

	<ul style="list-style-type: none"> • Ability to work effectively as part of a team. • Ability to provide clear and effective support to customers and officers. • Ability to assist in the implementation of 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 Payroll colleagues in a highly customer focused environment. 	
<p>Able to demonstrate and evidence knowledge and experience in:</p>	<ul style="list-style-type: none"> • The need to be proficient in developing and implementing effective Payroll processes, assessments and be able to evaluate their success. • Knowledge of Conditions of Service/Council Policy and Statutory Legislation. • Knowledge of HR/payroll and related software. • Experience of working within a payroll service. • Detailed knowledge of the latest developments and best practice in payroll and relevant employment legislation. • 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 including how effective recruitment can impact on the workforce profile. • Experience of working efficiently, effectively and accurately in a complex and busy Payroll setting. • Experience of using Microsoft databases/spreadsheets. • Experience of dealing effectively with customers face to face and on the telephone. 	
<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 (Level B)</p>	<ul style="list-style-type: none"> • Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication. • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. • Summarises information to check understanding. • Expresses thoughts and ideas clearly and consistently and objectively discusses options. • Approachable and responsive to people's needs.
<p>Delivering Excellent Customer Service 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>Planning and Implementing Level B</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. • Makes effective use of time. • Balances short term requests with long term priorities. • Determination and commitment.
<p>Respecting Others Level B</p>	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make. • Demonstrates integrity at all times. • Considers impact of own actions and tries to cater for the differing needs of others. • Acts as a role model sets a personal example of good equalities practice at all times. • Challenges inappropriate and discriminatory behaviour. • Understands different learning and personality styles and preferences. • Respects confidentiality wherever appropriate. • Acts upon concerns about discrimination or inequality of opportunity. • Applies consistent standards of service and response.