GENERIC ROLE PROFILE
Title: Payroll Officer

PROFESSIONAL / TECHNICAL JOB FAMILY: PTA

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide specialist technical knowledge and expertise to support the delivery of a high-quality customer service and ensure the council can meet its relevant statutory obligations in accordance with relevant legislation, codes of practice and other regulatory requirements.

INDICATIVE WORK ACTIVITIES

1. Provide specialist technical advice and support both internally and externally referring particularly complex or risky issues to managers or senior colleagues.

2. Provide relevant technical assistance and expertise in relation to the delivery of a high-quality customer service within a specialist area of the council.

3. Contribute to the review and updating of relevant service specific policies and procedures.

4. Represent the council both internally and externally as part of your work.

5. Fulfil the work schedule and key performance targets set for your role and team, including the management and delivery of a related caseload of work.

6. Contribute to specific project work, including the associated fundraising, budget, oversight, procurement and purchasing.

7. Demonstrate strong customer focus when contributing to both internal and external partnerships relevant to your work.

8. Recognise opportunities for doing things more efficiently and then assist with the embedding of process and performance improvement.

9. Research, report and analyse performance management information to make useful recommendations for process and performance improvements.

10. Where necessary, contribute effectively to a team of people to deliver a project.

11. Ensure that the use of technology is maximised to enhance quality and efficiency of service provision.

12. Retain technical or professional membership or licence (where relevant) work to its codes and participate in learning that will help you perform your role successfully and the wider team meet the standards expected.

13. Provide a service link to other similar professionals across the council to ensure a corporate approach is maintained.

14. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

JE Reference	HR2.3

Purpose

To deliver comprehensive payroll services for the council.

Service to Customers

1. Professional response to all payroll queries liaising with employees/managers, bureau and Frontier helpdesk/account manager /pensions as appropriate to ensure resolution reached
2. Management of the Payroll inbox and move checked items to be paid to Bureau shared area for processing
3. Understand the end-to-end payroll process and be able to run it
4. Run costings process at month end
5. Payslips - if staff update, save validation emails and signed forms - update in HR/Payroll system and send copy payslips to them
6. Reports to be created, posted and distributed – post payroll process
7. Create reports as required e.g. Pensions, ONS monthly wage survey
8. Prepare Payment sheet for creditors (court orders/hosp. fund etc. – pass to creditors on Pay day
9. When BACS acknowledgements arrive at payroll, copy for file and send out original to payee with spreadsheet list of contributors
10. Co-ordinate pensions requirements including auto-enrolment and opt out. Cessation Forms – to Pension Department County and Redundancy pension estimate requests. Address change notifications - update pensions
11. Maintain filing of payroll records on all electric systems and the destruction of older electronic and paper-based systems in line with GDPR.
12. Pension spreadsheets x 2 & copy of PFC1 to Accountants at WCC
13. Co-ordinate Elections payroll payments (on template spreadsheet)
14. Main administrator of HR/Payroll and self-service system HR21 (Worklife) system including test and roll out the updates for the self-service system, Update Worklife car details for expenses.
15. Main administrator of settings within C21 system
16. HMRC - log onto online system & keep up to date with HMRC e-submissions
17. Childcare - logon and provide details each month of those remaining
18. Maintain up to date and accurate sickness records, calculating half pay and nil pay and ensure payments are accurate
19. Preparation and reconciliation of payment summaries
20. Assist in meeting all statutory compliance with Government Bodies – CSA, DWP and County Councils
21. Produce Elections payments
22. Assist in other HR assisted duties as required.

Business Improvement/planning responsibility

1. Assist with developing the HR/payroll system.
2. Lead on improving the payroll service.

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Employees & Managers	Daily	Advisory
Frontier (the provider of our HR/Payroll system, CHRIS21)	Weekly	Querying information. Quality assurance and system administrator, main liaison with the helpdesk and account manager.
Local Government Pension Scheme Administrators	Monthly	Providers leavers and CARE reports, liaising on queries.
HMRC	Monthly	Main contact for queries
Childcare voucher provider	Monthly	Main contact for queries

Managing Resources (people, equipment, buildings)

Accountability

None.

Procedural Context

Work to HR & Payroll policies and financial rules.

Key Facts and Figures

n/a

Knowledge and Skills

1. Qualification in Payroll (desirable)
2. Knowledge of payroll processing
3. Accuracy & Attention to detail
4. Exceptional Probity
5. Resilience and quality assurance approach
6. Excellent customer service approach
7. Good literacy and numeracy skills
8. Good written and verbal communication skills
9. Computer literate with good keyboard skills
10. Good time management and personal organisation skills

Behaviours

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices