

Job Description and Person Specification

Job title:	Payroll and Benefits Manager
Directorate:	Resources
Service:	Human Resources
Team:	Payroll and Benefits Team
Post number:	03011
Salary grade:	K
Work location:	Market Street
Reports to:	HR Service Lead
Supervises:	Assistant Payroll Manager, Senior Payroll Assistant x 3 and Payroll Assistant x 2

Job Purpose

To effectively lead and manage the Payroll and Benefits team, ensuring delivery of the relevant service objectives set out in the annual service plan and ensuring strong and effective resource management within the team.

Ensuring staff are paid accurately and on time, and that there is a customer focus for all related activities.

To provide expert advice on pay and benefits and support to employees, schools, senior managers, School Business Managers, Head Teachers and to elected members.

To act as key point of contact and lead for all pay and benefits related projects and to liaise accordingly with internal stakeholders and to participate in projects and continuous improvement for the service as required by the HR Service Lead.

To maintain Payroll income streams and seek ways to reduce costs/increase income in the HR and Payroll service as opportunities arise.

To maximise the use of ITrent for corporate and schools approaches for Payroll and ensure the compliant use of data and associated procedures.

To act as payroll lead on the continued implementation of ITrent for the service, schools and corporate and work with key project stakeholders as required.

To lead on the audits of Payroll activities as and when required and to implement any action plans.

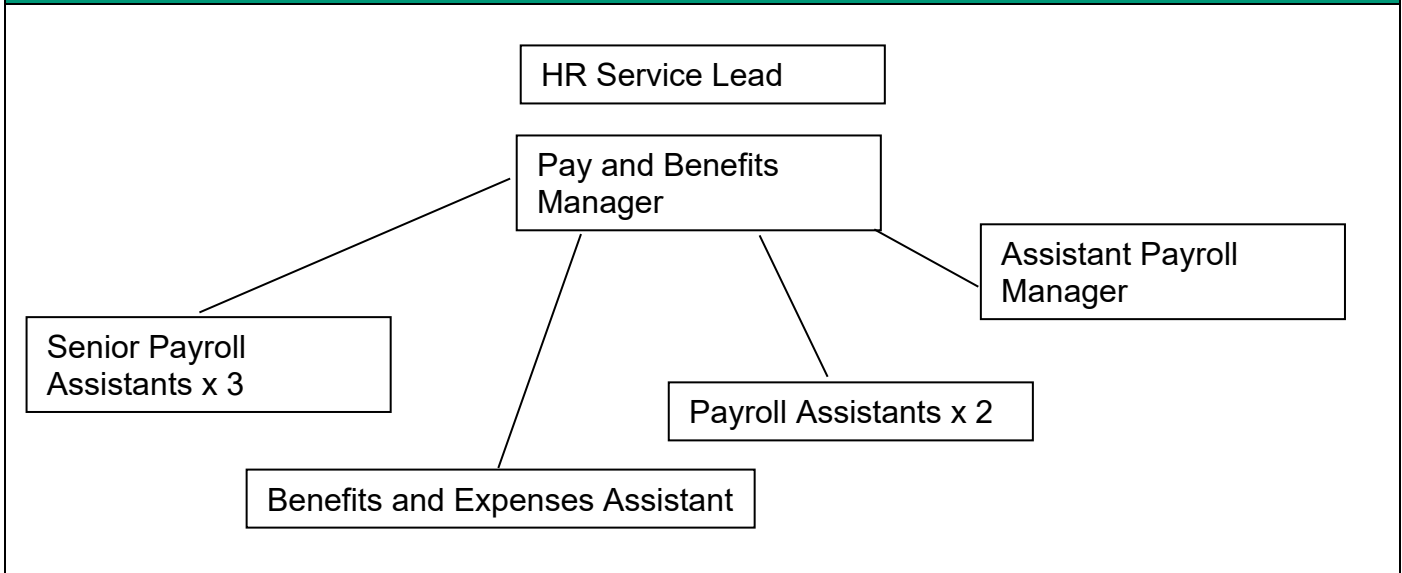
To manage all benefits platforms and associated contracts.

To manage and continuously review the schools SLA for payroll and ensure it is fit for purpose and to meet customer demands and value for money.

To ensure the intranet and SLA online is updated and maintained for employees and schools

employees and customers to provide relevant information on pay, pensions and benefits.

Structure Chart



Main Duties and Responsibilities

Service Management

To assist the HR Leadership Team in providing strong and effective management of the service area through :

- Promoting the Council's Corporate Values and ensuring the Council's Vision, Values and Objectives are achieved by providing a clear sense of purpose and direction within the team.
- Leading / supporting service area projects, as required, including consulting with service users to ensure the views of all sectors of the community/Council are reflected in the recommendations.
- Participating in corporate projects and initiatives, as required. Providing advice and support with projects.
- Building positive working relationships with Council Members and assisting them in the performance of their duties at service and ward level.
- Promoting good external relations, and promoting the interests of the Council, by, for example, representing the Council at regional and local levels
- Promoting equal opportunities, access to services and tackling discrimination both within and outside the Council. To mainstream equality within all the activities of the Payroll team and contributing to the HR service area Equality Impact Assessments.
- Taking a lead in developing and implementing strategic support and technical advice to the service area. This will involve close liaison and working with the lead officers (Directors, Senior Members and CLT/SLT).
- The post holder will be a co-opted member of the HR Management Team and will be required to use knowledge and experience to make judgments as to appropriate solutions to problems.
- Maintain information required for quarterly and annual reporting of Payroll measures of volume and quality, as set out in the Council's Strategies.

Team Management

Ensure sound and robust leadership and management of the Payroll and Benefits team through:

- Continuously reviewing opportunities to improve the efficiency and effectiveness of the team including the delivery of continuous improvement and best value.

Main Duties and Responsibilities

- Meeting the Council's Customer Service standards.
- Effective financial management and ensuring effective financial control against allocated budget.
- Effective human resource management, encompassing implementation of the Council's Human Resource Management policies, procedures and guidance.
- Effective performance management, including implementation of the Council's performance management practices and the setting and monitoring of service standards.
- Effective Health and Safety management, including implementation of the Council's Health and Safety policies, procedures and practices.

Specific Responsibilities

- Maintain expertise and knowledge of employment law and payroll best practice, including terms and conditions relating to local government and school staff by attending training, seminars and conferences, other meetings, and by reading and researching as necessary.
- Oversee the payroll team and to lead on continuous use and improvement of ITrent to ensure best practice and efficient processes where digitalization and customer service are a priority.
- Oversee and ensure administration of all aspects of the payroll and benefits function, including payment for wages and salaries, PAYE tax, payments to third parties, year-end processing and finalisation of payroll reports at each pay cycle.
- Develop and manage the Payroll and Benefits team members and supporting their development whilst ensuring the timely and accurate completion of payroll across the Council whilst delivering excellent customer service.
- Act as Councils primary contact for advise on Payroll legislation (eg IR35) providing support to Senior Managers, Members, Agresso Users, Headteachers, Finance and IT.
- Manage the distribution of all payroll documentation to employees and third parties, and ensuring appropriate templates and correspondence is issued in accordance with best practice and council guidance.
- Keep up to date with regulatory and legislative changes, anticipating and managing any implications of these changes for the Council.
- Developing and delivering communications to Senior Management, Members, schools and employees where required and relating to relevant areas of responsibility.
- Ensuring the Payroll/HR system (ITrent) is updated to deal with updates and changes as required.
- A thorough understanding of the statutory leave payments and guidance.
- Supervise, review and sign off all payroll related payments.
- Supervise, review and sign off all balancing of different PAYE ref's.
- Supervise, review and sign off all payroll Journals.
- Work closely with the HR team and other services to ensure continuity of reporting and data transfer to payroll.
- Overall responsibility for the Councils statutory annual pension returns in relation to LGPS, NEST, Teachers Pensions and NHS Pension Schemes.
- Attending and contributing to quarterly meetings of Royal County of Berkshire Pension Fund Employers forum, ensuring changes in Pensions legislation is complied with and integrity of Pensions data maintained.
- Develop and maintain relationships with internal and external customers whilst continuing to promote the payroll service in order to generate and maintain the operating income for the service.
- Completing the annual benchmarking exercise (CIPFA) using that data to agree the operating costs for the forthcoming year's payroll service. To review the payroll service costs taking into account and planning for potential future operational changes and complete a costing exercise to determine how much to charge external customers per pay slip.
- Continuously review the output of the payroll service and seek opportunities to identify service delivery improvements.

Main Duties and Responsibilities

- Primary contact for internal and external auditors relating to payroll to meet annual audit requirements, including external audit.
- Reviewing service level agreements for payroll services to school, academies and other external bodies to ensure future funding of the Payroll Service and therefore reducing the demands on the central budget.
- Working with project teams to provide expert knowledge on employee payments and allowances, and providing solutions to develop policy changes with detailed analysis of cost saving initiatives.
- Lead on the development of ITrent for the payroll service that are required to support business needs and wider projects.
- To lead on the requirement to ensure payroll and pension policy and procedures for WBC and external customers are provided and updated.
- To ensure that the intranet is updated and maintained for the Payroll and Benefits service.

Corporate

- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC behaviour framework.

Scope (impact on/control of resources, people, money etc)

Budget	Revenue	£500K
	Capital	£0
Staffing	Headcount	8
	Full time equivalent	8
Other	<p>The post is responsible for managing the SLA for payroll. The payroll advice that is undertaken as part of the SLA whilst ensuring a high level of customer satisfaction and avoiding any reputational damage that could encourage schools to decide to go elsewhere for the service is essential.</p> <p>The efficiency and effectiveness of the Payroll Team is necessary to ensure good customer care and to maintain the good reputation of the Council. The advice provided as part of the service provision and support needs to be proactive and in accordance with Council policies and procedures to ensure fairness, equity and value for money. This also has to ensure legal compliance. The appropriateness and timeliness of advice can protect the authority against bad publicity, employment tribunal cases and consequent awards against the authority.</p>	
Impact	<p>Failure to comply with legislation such as HMRC regulations, NMW, the Pension Regulator or contractual arrangements for employees could result in significant fines for the council, employee relation disputes and reputational damage as an employer making it harder to ensure a productive and happy workforce.</p> <p>Data breaches can have significant cost and reputational damage if the HR and Payroll systems are not managed effectively and in</p>	

	accordance with legal compliance.
Decisions:	The postholder is expected to work with limited supervision and must be able to work in a flexible manner to ensure that changing priorities are addressed.
Employees:	Advice and support to managers and employees as well as senior stakeholders and other organisations where getting it wrong would have a large scale impact on cost and reputation.

Person Specification	
Qualifications	Essential/ Desirable
Educated to degree level or equivalent qualification in a relevant field; or able to demonstrate high levels of competence through relevant experience.	Essential
Relevant HR or Payroll qualification or equivalent substantial experience	Essential
Experience	
Detailed experience of managing a payroll function.	Essential
Detailed experience of HR/Payroll systems (ideally ITrent)	Essential
Experience of line management and managing a team	Essential
Budget management experience	Essential
Experience of providing data to auditors and supporting on payroll audits	Essential
Knowledge of LGPS, NHS, NEST and Teachers pensions and year end returns	Essential
Thorough understanding of HMRC rules on employee benefits	Essential
Knowledge and understanding	
Understanding of the local government terms and conditions	Essential
Knowledge of Local Government pay and benefits, Teachers Pensions, NHS and NEST pension scheme	Essential
Familiar with local government policies and decision making processes	Essential
Expert knowledge of HR/Payroll systems	Essential
Understanding of computerised systems, General Ledger, spreadsheets, word processing	Essential
Understanding of legislation impacting payroll, for example but not limited to Employment Rights Act 1996, National Minimum Wage Act 1998, Income Tax (Earnings and Pensions) Act 2003, Pensions Act 2008 & 2011, Finance Acts, Data Protection Act 2018	Essential
Understanding of FOI and GDPR that relate to HR and Payroll data	Essential
Skills and abilities	
Ability to use Outlook, and a web browser to access information	Essential
Ability to use Microsoft Office (Word, Excel, PowerPoint etc)	Essential
Ability to provide direction to the team	Essential
Ability to facilitate change	Essential
Ability to develop productive working relationships with colleagues and stakeholders	Essential
Ability to manage the team and provide learning opportunities for employees	Essential
Ability to use resources effectively	Essential
Ability to use the Councils accounting system	Essential
Able to manage a contract for HR and Payroll Systems and SLA's	Essential
Work-related personal qualities	
Good motivator and developer of staff	Essential
Leadership skills	Essential
Creativity and innovation	Essential
Able to work under pressure in a changing environment of competing needs	Essential
Ability to prioritise and manage a complex workload	Essential
A friendly and approachable manner with customers	Essential
Personal resilience and resources to deal with pressure	Essential
Able to see the bigger picture and how the payroll and systems teams can support on both operational and strategic matters	Essential
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	Essential
Enhanced DBS check with relevant barred list/s	No

Is this post politically restricted?	No
Full, driving licence	Desirable