

# Job Description and Person Specification

## PAYROLL TEAM LEADER

A Lambeth to be proud of



**Job Title:** Payroll Team Leader

**Department:** Finance

**Division:** Payroll and Pensions

**Grade:** PO5

**Reports to:** Payroll Manager

**Responsible for:** Payroll Officers/Administrators

## Context

Working with a diverse payroll team consisting of 12 members, managing the payroll operations for approximately 2,920 school staff, 3,200 corporate staff, and around 200 external school staff. maintaining close collaboration with our internal & external partners and software providers to ensure the smooth function of the Oracle payroll system.

## Job Purpose

To administer the delivery of a comprehensive and efficient payroll service, that ensures staff are paid accurately and on time and in accordance with legislation, regulations and Council policy.

To maintain the payroll service and develop systems and processes to monitor, evaluate and continually improve them.

To manage the activity, performance and development of the payroll staff and systems.

To provide specialist advice on all matters pertaining to payroll administration regulations and associated policies.

Liaison with employers (corporate and schools) to ensure an efficient client service in line with the payroll SLA or contract.

## Responsibilities

1. To oversee and prioritise the flow and output of work to ensure the timely, efficient and effective delivery of the payroll services. This includes the provision of specialist advice and support on complex issues, either personally or through others.
2. Administer the payroll ensuring all employees are paid accurately and on time and provide all the services associated with it in accordance with all relevant legislation, policies and procedures.
3. To undertake the direct supervision of payroll staff, including the motivation, personal development and training, managing work performance issues, and ensuring the provision of an effective and comprehensive payroll service.
4. To ensure that the systems and processes in use comply with relevant statutory or non-statutory regulations or standards relating to payroll.

5. To engage directly with customers to understand their needs and requirements and ensure that staff provide a customer-focused service and actively support or lead work streams to improve service (e.g. digitisation of work systems).
6. To support the development of policy and guidance as required and ensure that it is properly implemented and advise on the potential impact of changes to the Council's policies, systems or procedures in relation to payroll.
7. To work in partnership with HR staff and other stakeholders to provide appropriate frameworks, guidance and advice on payroll matters and to draft reports, and other documents, including communications to service users etc.
8. To support the Payroll Manager in their dealings with internal and external stakeholders including District Audit, the Actuary Department and HRMC.
9. Represent the Council on payroll issues with external bodies, including Her Majesty Revenue and Customs and work closely with management negotiating on behalf of the Council as required. Represent the Council at any legal proceedings related to Payroll.
10. Provision of Key Performance Indicators and management information to senior management as required.
11. Provide an efficient and cost-effective service to all staff and ensure compliance with the LGPS, TP, NHSPS and auto enrolment regulations and any other relevant statutory or non-statutory regulations or standards, particularly those relating to tax, national insurance, security, data protection, audit etc.
12. Liaise with HM Revenue and Customs (HMRC) on matters relating to Income Tax, National Insurance Contributions, Statutory Sick Pay, Statutory Parental Pay and Student Loans, Real Time information and any new statutory legislations.
13. Develop and implement policy and guidance on payroll issues and processes as required.
14. Assist in the initiation or cessation processes with regards to joining the payroll service or in relation to exiting the payroll service.
15. Ensure that the payroll service is actively promoted to all employers, continuously building and maintaining strong relationships with both internal and external customers and stakeholders.
16. To ensure that financial or management information required for the Council's accountancy or management systems or auditors, and returns to statutory and other bodies (e.g. NFI), is produced as required and draft correspondence with statutory or non-statutory bodies.
17. Develop and produce management and financial information required for budget forecasting.
18. Foster an inclusive, diverse environment where every team member feels valued and supported as an individual; treated fairly and with respect; enabled and empowered to perform; supported and encouraged to achieve their potential.
19. Manage the team and service provided in a way that promotes the Council's approach to equality diversity and inclusion, at all times to carrying out responsibilities/duties within the framework of the Council's EDI Strategy.
20. Deputise for the Payroll Manager on payroll related matters in their absence.

21. Implement pay awards and validate retrospective back pay arrears.
22. Undertake regular quality control checks on payroll processes.
23. Develop systems for minimising errors, omissions, highlighting potential anomalies in payroll calculations to mitigate risk of financial loss through salary overpayments.
24. Check and authorise emergency manual and third party payments. Update systems with new third parties and bank details as required.
25. Develop systems for reconciling payroll totals to the Council's financial system and other internal accounting methods where appropriate.
26. To support in the delivery of a value adding, customer focused payroll function that collaborates with service colleagues and other professional functions to meet the needs of that directorate, the changing environment they work in whilst also delivering on corporate objectives and responsibilities. To drive council efforts in delivering the changes and improvements needed to meet its challenges in the short, medium and long term.
27. To pro-actively support management ensure the payroll service and transformation in relation to this service is consistent with the longer term political and service aspirations as set out in relevant organisational and service strategies.
28. To support management lead, develop and drive the changing role of the payroll service in becoming a support function that is proactive, takes ownership, and maximises benefit from technological changes, focuses on becoming a data led, value adding professional advisory and support function whilst also ensuring appropriate controls are in place in relation to transitional processing.
29. To support the Assistant Director of Payroll and Pensions in delivering a value adding, customer focused payroll function that collaborates with service colleagues and other professional functions to meet the needs of that directorate, the changing environment they work in whilst also delivering on corporate objectives and responsibilities.
30. Support the Assistant Director of Payroll and Pensions in developing a Payroll Digital Strategy to implement new IT tools to enhance the payroll service.
31. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
32. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

## PERSON SPECIFICATION

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	In depth knowledge and application of PAYE, tax, national insurance and pensions regulations in relation to payroll service delivery.	✓A
	K2	Knowledge of Payroll ICT system functionality ideally gained within a public sector environment.	✓A
	K3	Knowledge of relevant policies, procedures and statutory guidance that impact payroll administration.	✓A
	K4	Understanding and working knowledge of pay and conditions of service for Local Government and Schools employees.	
<b>Relevant Experience</b>	E1	A proven track record of providing clear advice and guidance on payroll issues.	
	E2	Ability to lead and motivate staff, develop their skills and ensure consistently high quality support to internal and external customers.	✓A
	E3	Evidence of success in determining and evaluating service quality to enable maximum efficiency and best practice in a comparable function, division or operation.	
	E4	Experience of establishing strong effective working relationships, communicating effectively (verbal, written, presentations) and interacting with clients, internal departments and external bodies to deliver an effective payroll administration service.	✓A
	E5	Experience of working under pressure and to deadlines.	
<b>Qualification</b>	Q1	Appropriate professional qualifications or significant experience of working in a payroll department in a customer focused organisation.	✓A
	Q2	Evidence of continual professional development.	

## CORE VALUES AND BEHAVIOURS

# Equity behaviours



One Lambeth  
CONNECTED BY PURPOSE

- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.

# Kindness behaviours



One Lambeth  
CONNECTED BY PURPOSE

- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

# Accountability behaviours



One Lambeth  
CONNECTED BY PURPOSE

# Ambition behaviours



One Lambeth  
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.