

Job Description and Person Specification

PAYROLL TECHNICAL OFFICER

A Lambeth to be proud of



Job Title: Payroll Technical Officer

Department: Resources

Division: Finance

Grade: PO1

Reports to: Payroll Technical Lead

Responsible for: NA

Context

Working with a diverse payroll team consisting of 12 members, supporting the management of the payroll operations for approximately 2,900 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 support the day to day delivery of a comprehensive and efficient payroll service, that ensures staff are paid accurately and on time and that statutory deductions, reporting and validation processes are carried out in a timely manner.

A key lead in the efficient operation of the Lambeth bureau payroll running processes ensuring that net pay and other statutory and voluntary deductions are paid from the appropriate employer bank accounts and appropriate employer reports and statements are issued to the relevant employers in a timely manner within the set contract dates.

Monitoring and validation of statutory returns and employer data submissions along with associated payments.

Support the Payroll Technical Lead on Oracle Payroll functionality including the interface of other applications within Oracle, which will require close working with the Oracle Support Team.

The following accountabilities apply to all posts as relevant to and consistent with their grade and duties:

- To implement the Council's Equal Opportunities and Diversity policies and to work actively to overcome discrimination on grounds of age, disability, gender, race, religion/belief, sexuality or status in the Council's service. To take responsibility appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- To ensure that the Council's values, policies, procedures, Standing Orders and Financial Regulations and relevant external regulations, standards or legal requirements, including the Data Protection Act, the Computer Misuse Act, the Health & Safety at Work Act and other relevant legislation are integrated into work programs and service delivery.
- To participate in Finance or other project teams and initiatives, working closely with colleagues to achieve integrated services.
- To undertake research including identifying examples of established best practice in other authorities and organisations and taking account of current and planned protocols and

processes within Lambeth and prepare and present advice and reports to professional standards which enhance the council's reputation.

- To maintain strict confidentiality wherever required.

Responsibilities

1. To support the Payroll Technical Lead to ensure the timely, efficient and effective delivery of the Lambeth Payroll Service data file transmission process that meet the needs of internal and external customers and that meet the business needs, priorities and objectives of the Council. E.g.:
 - Monthly payroll running.
 - Validation reports.
 - BACS file transmission to the Financial Transactions Service.
 - RTI. FPS and EPS file submissions.
 - Payroll file transfer for general ledger submission.
 - Other post payroll processes.
2. In conjunction with the Oracle Support Team, to act as the Payroll Service support on Oracle Payroll developments, functional specifications, reporting requirements, upgrades, system testing and user acceptance testing.
3. Interact with the Oracle Support Team to ensure
 - that Oracle payroll system issues are raised and monitored in a timely manner within the appropriate issues portal and also escalating to line management as and when necessary and
 - knowledge of all payroll technical activities/functions is shared with the Oracle Support Team.
4. Provide support in implementing year end / start of new year payroll processes;
 - Supplementary payrolls.
 - Pay awards.
 - Pay increments.
 - P60, P6 and P9 uploads.
 - Tax code uplift.
 - Payroll new financial year period dates.
 - Voluntary deductions new rates (e.g. Unison).
 - Pensions Auto Enrolment thresholds.
 - Pensions banding (LGPS, TP, NHSPS).
 - EOY Pension returns.
5. To support in the production and distribution to employees/ers of bulk employee/er information, e.g.:
 - Payslips.
 - P60's.
 - Chargeability Reports.
 - Third Party Payments Reports.
6. To assist in the reconciliation of the payroll responding to queries raised from Finance and Audit and resolving reconciliation issues.

7. To provide sound, specialist advice on a range of payroll 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.
8. To support in the calculation and checking process of all types of payroll calculations ensuring that payments are made in a timely manner complying with statutory legislation and financial standards.
9. Build effective working relationships with Lambeth Pensions Service and other relevant external bodies to ensure that the management, validation and delivery of the monthly and year end pensions data submissions as outlined below are provided in a timely manner;
 - LGPS I-Connect.
 - LPFA employer portal.
 - Teachers' Pensions MDC/MCR and End of Year Certificate.
 - NHSPS electronic staff records.
10. Engage directly with employing bodies in the external payroll on-boarding set up understanding their business needs, supporting the end to end Payroll bureau process (which involves liaising with the Financial Transaction Service and Oracle Support) and ensuring successful implementation.
11. Working with the Payroll Technical Lead to manage and keep up to date user guidance notes/manuals on Oracle Payroll system processes.
12. Provide relevant reports to enable the Payroll Service delivery charges to be collected in a timely manner.
13. Provide payroll specific ad-hoc reporting for the use of payroll senior management as and when required.
14. Provide support in the National Fraud Initiative exercise.
15. 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.
16. Work collaboratively within the team to ensure the service is provided in a way that promotes the Council's approach to equality diversity and inclusion, at all times carrying out responsibilities/duties within the framework of the Council's EDI Strategy.
17. 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.
18. 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.
19. 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.

20. Support the Assistant Director of Payroll and Pensions in developing a Payroll Digital Strategy to implement new IT tools to enhance the payroll service.
21. 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.
22. 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 in 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>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Very good knowledge of the PAYE and HMRC regulations and associated legislation	✓A
	K2	Knowledge of Payroll ICT system functionality, ideally gained within a public sector environment.	
	K3	In-depth working knowledge of Advanced MS Office Tools especially Excel.	✓A
	K4	Evidence of continuing professional development.	
Relevant Experience	E1	Experience of using a range of IT systems and databases and the use of report writing tools in these systems.	✓A
	E2	Experience of establishing strong effective working relationships, communicating effectively (verbal, written, presentations) and interacting with clients, internal departments and external bodies to deliver payroll services.	✓A
	E3	Experience of MI reporting, working within a heavily numerate and analytical environment in the production of accurate and complex figure work, attention to detail and dealing with the interpretation of complex data.	✓A
	E4	Dealing with clients in difficult or sensitive situations in a professional manner applying judgment as to whether or not the enquiry / complaint requires escalation.	
	E5	Experience in payroll calculations and application of PAYE, tax, national insurance and pensions regulations in relation to payroll service delivery.	

	E6	Demonstrate a proven aptitude for systems analysis and complex problem resolution.	✓A
Qualification	Q1	Appropriate professional qualifications or significant experience of working in a payroll department in a customer focused organisation.	

CORE VALUES AND BEHAVIOURS



- 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.



- 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.