

Job Description and Person Specification

PAYROLL MANAGER

A Lambeth to be proud of



Job Title: Payroll Manager
Department: Finance
Division: Payroll and Pensions
Grade: PO9
Reports to: Assistant Director of Payroll and Pensions
Responsible for: Payroll Team

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 manage and deliver 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 advise on all matters relating to payroll, develop good relationships with those in receipt of all payroll services and as a payroll bureau maximise income from providing services to customers beyond the Council's directly employed services.

Support and engender a performance culture and provide effective leadership and management of the payroll team coaching and developing team members to deliver a quality and efficient customer-focused service.

Responsibilities

1. To ensure timely, efficient and effective delivery of payroll services that meet the needs of internal and external customers and that meet the business needs, priorities and objectives of the Council. This includes ensuring all employees are paid accurately and on time in addition to the provision of specialist advice and support on complex issues, either personally or through others.
2. To ensure the Council's statutory obligations as an employer are met regarding pay and to comply with PAYE and National Insurance statutory regulations and that payroll systems support the consistent application of employment policies and procedures.
3. To ensure compliance with other relevant legislation or relevant statutory or non-statutory regulations or standards, e.g. Teachers, LPFA and NHS pensions returns, security, data protection, audit etc.
4. To proactively take ownership of managing the monthly and year end payroll reconciliation process to the highest professional standards and facilitate their internal and external scrutiny as appropriate. This includes the provision and availability of management information.
5. Actively manage performance of the function through performance management processes, addressing team and individual issues to ensure delivery of KPIs and continuous improvement.

6. 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.
7. Facilitate working practices that are adaptive, flexible and results-focused, balancing organisational performance and good work-life balance.
8. To have a proficient understanding of the variety of Local Government Terms and Conditions of Service in place such as NJC, Teachers, Soulbury, Local agreements etc.
9. Oversee the building of 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. To engage directly with customers to understand their needs and requirements and ensure that the payroll service provides a customer-focused service that responds to customer's needs, by defining and prioritising business delivery requirements.
11. Monitor the quality of service delivered to customers by undertaking payroll surveys and complaints analysis.
12. Manage the application of pensions auto-enrolment and re-enrolment, ensuring that accurate triennial re-enrolment information is provided to the Pension Regulator in a timely manner.
13. To develop and implement policy and guidance on payroll issues as required and keep senior management aware of relevant developments in law or good practice and advise on the potential impact and the changes that might be required in the Council's policies, systems or procedures.
14. To work in partnership with HR & Finance staff and other stakeholders to provide appropriate frameworks, guidance and advice on payroll matters and to prepare reports, discussion papers, briefings and other documents, including communications to staff, ex-employees and others, and make recommendations to appropriate individuals and bodies at all levels of the Council's governance arrangements.
15. Ensure that the services provided by payroll link effectively with the HR service so that a joined up, value-for-money service is provided.
16. To establish and develop effective relationships with internal and external stakeholders including District Audit and HMRC.
17. 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 are produced to the required standard and on time and represent the Council in person or in correspondence with statutory or non-statutory bodies or legal proceedings as required.
18. To direct and manage the work allocated to staff to ensure the provision of a high quality payroll service which fully integrates best practice with all aspects of service delivery and complies with statutory & policy requirements.

19. Provision of payroll bureau to schools and other external bodies drafting contracts and SLAs and processing the efficient and timely invoicing of all internal and external customers.
20. Provide all the services associated with the administration of the Council's payroll in accordance with all relevant legislation, policies and procedures, including:
 - Statutory and contractual Maternity pay
 - Statutory and contractual sick pay, including liaison with managers and HR officers to ensure compliance with statutory regulations
 - NI Benefits
 - PILON
 - pay awards
 - increments
 - manual payments
 - Statutory and voluntary deductions.
21. Apply the terms and conditions relating to employees and the Council's policies and procedures in the calculation and processing of payments.
22. Ensure the Council is fully aware of changes in relevant legislation and regulations and that they are implemented in an efficient and timely way, either by directly changing procedures or reporting the need for change to the Assistant Director of Payroll and Pensions.
23. Develop and implement policy, training manuals and guidance on payroll procedures and issues as required.
24. Establish and develop effective relationships with internal and external stakeholders (e.g. Legal, HR, schools) and ensure that HR policies and statutory requirements relating to payroll are provided and followed with advice in doing so.
25. Represent the Council on payroll issues with external bodies, including Her Majesty Revenue and Customs and Department for Work and Pensions, negotiating on behalf of the Council as required. Represent the Council at any legal proceedings related to Payroll.
26. Ensure that payroll services are actively promoted to employees and external bodies who use, or who are potential users of, the services, continuously building and maintaining strong relationships with both internal and external customers and stakeholders.
27. Develop and produce management and financial information required for accountancy and auditors to ensure that year-end accounts are closed on time for other internal or external purposes.
28. Takes ownership and accountability for ensuring that internal customers are aware of standard processes and how these processes are designed to help them.
29. To manage correspondence in NFI data enquiries and escalating cases to the Fraud team where necessary.
30. To manage the Payroll system maintenance including upgrades and system testing, in addition to ensuring the data integrity.
31. To lead and deliver 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.

32. To pro-actively 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.
33. To 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.
34. 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.
35. Support the Assistant Director of Payroll and Pensions in developing a Payroll Digital Strategy to implement new IT tools to enhance the payroll service.
36. Manage service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised.
37. 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.
38. 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
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	In-depth working knowledge of all aspects of payroll and statutory reporting (e.g. PAYE, tax, national insurance and pensions regulations in relation to payroll service delivery).	✓A
	K2	Good working knowledge and understanding of local authority pay & conditions.	✓A
	K3	Good knowledge and understanding of running a substantial monthly payroll.	✓A
	K4	Proven initiative and judgement to identify and resolve problems.	
	K5	Excellent understanding of financial management and reconciliation processes.	
	K6	Proven complex analytical and reasoning skills and excellent written and verbal communication skills and presentation skills.	
Relevant Experience	E1	Strong experience in payroll management and operating payroll systems and payroll accounting and reconciliation.	
	E2	Sound experience in managing objective setting and reviews, ensuring that training plans have been identified, followed through and evaluated.	✓A
	E3	Proven experience and ability in managing staff, to monitor their performance and if necessary, taking corrective action.	
	E4	Sound experience of managing the variety of activities within a payroll team to deliver a quality, proactive and customer-focussed payroll service.	✓A
	E5	Experience in influencing, confidently advising and challenging managers and key stakeholders based on own professional expertise.	
	E6	Experience of engaging, building, maintaining and managing effective customer relations in a customer facing service environment.	
	E7	Experience of working under pressure and to strict deadlines.	
Qualification	Q1	A relevant degree or equivalent, or hold a recognized professional payroll qualification, or significant payroll experience in managing a large payroll including the management of staff.	✓A
	Q2	Membership of an appropriate professional body (e.g. member of CIPP) or clear evidence of CPD.	

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.