

# Job Description and Person Specification

SENIOR PAYROLL OFFICER

A Lambeth to be proud of



**Job Title:** Senior Payroll Officer  
**Department:** Resources  
**Division:** Payroll and Pensions  
**Grade:** PO1  
**Reports to:** Payroll Team Leader  
**Responsible for:** Payroll Officer/Administrator

## 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 support the day to day 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 provide support in maintaining the payroll service and contribute towards developing systems and processes to monitor, evaluate and continually improve them.

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 support line management in the flow and output of work to ensure timely, efficient and effective delivery of payroll services including the provision of specialist advice and support on complex issues, either personally or through others.
2. To support and engender a performance culture leading in the training of staff, formulating guidance notes and process flows to ensure that work practices are maintained, up to date and consistent across the team.
3. To be a lead mentor for new staff and responsible for all aspects of their training and assessing development needs and checking of the new member of staff's work.
4. To support line management in ensuring that management information and performance indicators are monitored and reported on in a timely manner (e.g. compliments and complaints record, DIYs, operational KPIs).
5. To engage directly with customers to understand their needs and requirements to ensure the provision of a customer-focused service and actively support or lead work streams to improve service (e.g. digitisation of work systems).

6. A key lead in the activities covering presentations, seminars and school/employer visits.
7. Assist the Team Leader in the drafting of articles for bulletins and for Lamnet to employees, managers and schools.
8. Lead 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. 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.
10. To work with line management in the provision of standard letters and emails to customers in clear and concise language ensuring that customer queries are resolved first time.
11. To deputise the Team Leader as required.
12. Support line management in the resolution of complaints and complex queries, utilising interpersonal and negotiation skills to build relationships and placing customer needs at the forefront.
13. Ensure that payroll services are actively promoted to all employees, continuously building and maintaining strong relationships with both internal and external customers and stakeholders.
14. Represent the payroll team at relevant forums and stakeholder groups.
15. 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.
16. Support line management in the provision of an efficient and cost-effective service to all staff ensuring 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 etc.
17. Support line management in developing systems for minimising errors and omissions, highlighting potential anomalies in payroll calculations to mitigate risk of financial loss through overpayments.
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. 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.
20. 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.
21. 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.

22. 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. To drive council efforts in delivering the changes and improvements needed to meet its challenges in the short, medium and long term.
23. Support the Assistant Director of Payroll and Pensions in developing a Payroll Digital Strategy to implement new IT tools to enhance the payroll service.
24. 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.
25. 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>
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>			
<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	
<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.	
	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.	✓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 an effective payroll administration service.	
	E3	Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.	✓A
	E4	Excellent ICT skills including Microsoft applications.	✓A

## 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.