

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Head of Payroll and Pensions	Grade:	SMG3
Reports to (Designation):	Director of Finance	Grade:	JNC 2
Directorate:	Corporate Resources	Section:	Finance

Main Purpose of the job:

To be the strategic lead and responsible for Lewisham Councils payroll and pensions services, serving approximately 3,000 Council employees, 3,000 School employees and 28,000 pension members including active, deferred and pensioners. The annual payroll for the Council is over £170m and the value of the Lewisham LGPS is circa £1.85bn.

As a member of the Finance Leadership team you will contribute to the overall leadership and management of the Finance function by taking leadership of the payroll and pensions service. Setting the direction, developing and managing an efficient, effective and responsive payroll and pensions administration service. Fostering a skilled, customer-focused, and high-performing environment which seeks to innovate and improve.

To ensure the data integrity of the Payroll Oracle Cloud system and the Altair pension system, including the legacy system and archived data required to be accessed and retained under LGPS legislation. To ensure that changes to regulations are reflected in system updates to validate system integrity. Exercise controls to prevent losses of resources and data from fraud or error.

To serve as the principal expert on all payroll and pension related matters, offering advice and support to senior management and stakeholders on payroll and pension issues and identifying the impact and implications of national imperatives and legislation developments.

To be the subject matter expert on the complex legislative framework governing pension administration, including LGPS Regulations 2013, Transitional Regulations 2014, Pensions Acts 2004 and 2011, Public Services Pensions Act 2013 and Data Protection Act 2018.

Be the strategic lead on the engagement and management of the external LGPS Fund Actuaries, including the contract management and re-procurements as required. To include all necessary work required for the tri-ennial valuation process.

Lead on the development and management of the Lewisham schools payroll SLA services and the pension administration on behalf of the admitted and scheduled employers within the Lewisham LGPS fund.

Summary of Accountabilities and Personal Duties

1. Develop and manage a full suite of payroll and pensions processes that ensure compliance with relevant policies and regulatory requirements whilst still prioritising the customer experience. Lead and develop a strong working relationship the Council's Employee Services team, ensuring that there is a streamlined approach to the development of HR and payroll processes.
2. Ensure best use of payroll and pension administration resources through defining priorities and securing appropriate resources to achieve the Council's objectives. Lead, manage and develop the payroll and pensions administration teams to ensure efficient and effective performance, customer service and delivery, taking proactive and remedial action when necessary.

3. Be responsible for the operation, management and development of the: payroll and pensions modules of the Council's ERP system; the Altair pensions system; and the legacy and archive systems by ensuring a constant review of skills, new developments, upgrades and technology to facilitate the accurate and efficient payment of salaries wages and pensions.
4. Be responsible for the implementation of systems of control over payments or amendments to system data to minimise losses from error or fraud and to be accountable for meeting all statutory or scheme deadlines, to avoid prosecution and fines, including on behalf of external clients.
5. Ensure managers, employees and outsourced service providers receive an effective and efficient payroll and pensions administration service. Take steps to minimise overpayments and exercise recovery action where unavoidable
6. Responsible for ensuring that the payroll and pension administration services remain compliant with relevant and LGPS legislation. Ensure all work is carried out in compliance with the highly legislative framework and that there is technical capacity in the teams for all relevant professional areas.
7. Understanding all proposed legislative changes, brief senior HR and Finance Officers, interpret and implement complex legislation for both payroll and pensions administration. Ensure that all relevant policies and processes are amended to comply with changes to legislation
8. Be responsible for maintaining and developing positive relationships between outsourced service providers, schools, other LA organisations and the Council, ensuring financial accountability and quality of service. Manage partnership working with outsourced service providers and Schools who elect to purchase services; including writing, reviewing, pricing and monitoring the performance of service level agreements. Maintain full cost recovery charging for services currently in excess of £300k per annum.
9. Be the responsible lead officer and advisor on Income Tax for the Council and provide quarterly and annual pensions tax returns to HMRC; ensure key financial returns are completed within statutory deadlines to avoid the Council incurring penalties and fines. Be the lead officer in response to any HMRC audits or investigations.
10. Ensure that current scheme members, pensioners and deferred members (totaling in excess of 28,000) receive appropriate and timely information regarding pension scheme membership, ensuring updated information is regularly provided. This includes responsibility for maintaining the Lewisham PF website and access to members self service portal.
11. Ensure that relevant information, including that required under legislation, is provided to all employers in the fund such as schools, colleges, Academies and admitted bodies.
12. Manage and monitor the administration of admitted bodies in the scheme, including overseeing the drawing up of admission agreements, monitoring of admitted body membership profiles, undertaking risk assessments and maintenance of the Council's termination policy with regard to all employers in the fund. This includes the procurement and management of the associated actuarial advice required for such services.
13. Maintain the Council's policies and discretions, securing approval for any changes through relevant Committees. Continuously review arrangements for the exercise of discretionary functions.
14. Manage the contract for the pension funds actuary as required with regard to actuarial valuations and other matters. This includes the necessary contract management and re-procurements as required.
15. Attend all Pension Fund Officer forums and represent Lewisham Pension Administration on the Pension Board and Pension Investment Committee.
16. Be an authorised signatory responsible for emergency, manual and electronic payments and payment files for the Council's bank in relation to payroll and pension payments.

17. Be responsible for advice under the Internal Disputes resolution procedure, deal with appeals to The Pensions Regulator / Local Government Ombudsman. Represent the Council at Employment Tribunal Hearings.
18. Be responsible for the timely production of information for inclusion in the audited pension fund accounts (administration) and year end reconciliations. Be accountable for validating and the provision of accurate personnel data to inform the triennial pension fund valuation.
19. Be responsible for advising the Council's Early Retirement Panel, advising the Executive Director on compensation issues to ensure consistency of approach, equality and financial control across the Council, keep financial control of decisions made.
20. Be accountable for taking decisions or advising the Executive Director on discretions available within the pension regulations, according to delegated authorities.
21. Be responsible for managing own personal and professional development, ensuring that technical knowledge and skills required to meet the demands of the post are kept up to date. Promote best practice throughout the team through the provision of training and the establishment of internal and external networks.
22. Manage recruitment and staff development and performance, ensuring staff have the appropriate training and professional and technical skills necessary to do the job. Ensure a culture of accountability and inclusivity.

Internal Contacts: These include Executive Directors and Directors, the Mayor, Cabinet and other elected Members, HR Business Partners, HR Employee Services, IT & Digital teams, internal Audit, employing managers, and employees

External Contacts: This will include HMRC, DWP, TPA, LPFA, COE Group, Local Government Employers organisations, Unions, Pension Fund scheme actuaries, other Local Authority Pension Administration services, external Auditors, Schools.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to:

- To actively promote equality and diversity in the workplace
- Participate in the Council's Appraisal Scheme and to undertake appropriate training and development identified to enhance their work
- Carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- Comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public
- Assist in carrying out the Council's environmental policy within the day to day activities of the post
- Undertake other duties, commensurate with the grade, as may reasonably be required
- Treat all information acquired through employment, both formally and informally, in strict confidence

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 2 (total staff 26)

Title:	Grade	No of posts
Payroll Manager	PO8	1
Pensions Manager	PO8	1

Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Head of Payroll and Pensions

Grade: SMG 3

Department: Finance

Note to Candidates

The Person Specification is a picture of the behaviours, skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
Evidence of a strong intellectual grasp of local government policy especially in relation to statutory Payroll and Pensions Administration and accounting	S
Knowledge of relevant Local Government Accounting regulations and codes of practice	S
Detailed understanding of audit requirements and programmes.	S
Understanding of implementing and operating electronic payroll and accounting systems	
Demonstrates an understanding of current challenges and opportunities in local government	S
Substantial experience of working in a dynamic environment within a large public or private sector organisation.	S
A thorough understanding of Local Government Pension Scheme (LGPS) regulations and administration	
Aptitude	
Excellent numeracy skills with experience in complex payroll and pension calculations.	
Strong analytical and problem-solving skills with the ability to resolve complex payroll and pension issues.	
Able to prioritise, and provide clear guidance including the establishment and maintenance of a performance management culture	
Skills	
Strong leadership, management, and motivational skills with experience in developing teams.	
Proven experience in interpreting and implementing payroll and pension legislation.	
Ability to develop and deliver presentation materials clearly and concisely to a range of audiences	
Excellent communication, interpersonal, and influencing skills with the ability to interact with stakeholders at all levels.	
Ability to act and think strategically, translating this into deliverables.	
Ability to reconcile corporate and strategic objectives	
Strong organisational skills with the ability to prioritise workloads and meet deadlines.	
Experience	
Significant experience in payroll and pension administration roles	S
Extensive experience at a senior level managing payroll and pensions functions within a complex organisation, preferably within the public sector or local government.	S
Evidence of having developed and delivered effective performance measures and performance improvement programme in the delivery of services	S
Experience of working with payroll and pension software systems (e.g. Oracle Payroll ,Altair	S

Pension system), including system implementation and enhancements.	
General Education	
A relevant degree or professional payroll or pensions qualification (e.g., MCIPPDip) or equivalent qualifying experience or at least 10 years of experience in managing payroll and pensions	
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Ability to demonstrate commitment to the principles of equality in employment and service delivery	
Personal Qualities	
Strong leadership, management, and motivational skills with experience in developing teams.	
Must be financially fluent, cost and contribution conscious with a focus on value for money	
Energetic, determined, robust and resilient enough to cope with the demands of the role.	
Able to establish positive working relationships with partners and colleagues across different disciplines.	
High standards of integrity	
Commitment to learn – desire to acquire new knowledge, skills and approaches.	
Circumstances	
Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)