

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

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|----------------------------------|------------------------|--------------------|---------|
| Designation: | Payroll Assistant | Grade: | SC5/6 |
| Reports to (Designation): | Senior Payroll Officer | Grade: | PO2 |
| Directorate: | Corporate Resources | Department: | Finance |

Main Purpose of the job:

To assist in all aspects of 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 be the first point of contact to the full range of clients (employees, Council departments, schools and external bodies).with high level of customer care.

To provide advice on matters pertaining to payroll administration to the Councils employees, pensioners, internal departments and all external bodies the team have contact with.

Summary of Responsibilities and Personal Duties:

1. Check and input data ensuring accuracy and adherence to the payroll schedule.
2. Process emergency payments as requested, manage six monthly payment schedule.
3. Review and process changes to working hours, re-gradings, honorariums and acting ups.
4. Ensure that all allowances and claims submitted by employees are processed, paid and coded accurately.
5. Ensure employee records are kept up to date and amendments are correctly authorised and coded.
6. Give advice on payroll admin queries from customers and outside Agencies, ensuring that queries are resolved within statutory deadlines.
7. Develop and review procedure notes for own work area and develop financial control sheets for the Section
8. Maintain and reconcile all dated event records

9. Ensure the information on the intranet site is up to date in own area of work.
10. Inputting new starter details onto the HR system to initiate workflow
11. Provide reception to all visitors and clients to the Payroll Admin team.
12. Complete work in accordance with agreed targets and timescales

13. Deal with correspondence and queries as directed
14. Maintain excellent customer service in all areas of work.
15. Provide cover to the Senior Payroll Officers as required
16. Maintain high levels of sensitivity to both confidential and contentious issues
17. Undertake new starter administration as required
18. Provide support to temporary staff, work placements and other staff on operational processes and practices within Payroll Admin
19. Update Absence for Schools

Internal Contacts: These include Senior Management, Councilors, all staff, HR, Pensions, Legal, Audit, Rent Accounts, Unions, Accountants, Systems Team, Cashiers.

External Contacts: This will include HMRC, DWP, Teachers Pensions, LPFA, Outsourced payroll providers, Courts, HSA, nursery vouchers, Crown Savers, Pay Give, Schools, Pensioners

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

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

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

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:

| Title: | Grade | No of posts |
|--------|-------|-------------|
|--------|-------|-------------|

Number of partially managed staff:

| Title: | Grade | No of posts |
|--------|-------|-------------|
|--------|-------|-------------|

PERSON SPECIFICATION

Job Title: Payroll Assistant

Grade: SC5/6

Department: Finance

Note to Candidates

The Person Specification is a picture of the 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.

| 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 |
| Knowledge | |
| Comprehensive understanding of payroll or personnel administration | S |
| Basic knowledge of payroll administration processes, procedures and systems | S |
| | |
| Aptitude | |
| Ability to use initiative | |
| Ability to learn and use new systems quickly | |
| Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. | |
| Skills | |
| Skills can only be used as shortlisting criteria if the skill is to be tested | |
| Strong IT skills including use of Delphi, Word, Excel, Outlook and database entry | |
| Strong administration skills | |
| Attention to detail and good analytical skills | |
| Good oral and written communication skills | |
| Good interpersonal and customer care skills | |
| Good organisational skills | |
| | |
| Experience | |
| Experience of working accurately to deadlines | |
| Experience of inputting and maintaining electronic data | |
| Experience of working in a customer focused environment | |
| 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. | |
| | |

General Education

Appropriate professional qualifications or significant experience of working in a payroll department in a customer focused organisation.

Personal Qualities

Ability to work flexibly, outside work hours if required.

Self-motivated, flexible, calm under pressure

Able to maintain confidentiality in all circumstances

Circumstances**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)