

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Payroll Manager	Grade:	PO8
Reports to (Designation):	Head of Payroll & Pensions	Grade:	SMG3
Directorate:	Corporate Resources	Department:	Finance

Main Purpose of the job:

Be the Council's expert on payroll, primary point of contact for complex payroll inquiries, demonstrating a specialist knowledge in a complex area. Provide advice to senior management, service users, partners and external agencies ensuring the Council does not incur financial penalties for mal-administration, late notification and payment.

Be responsible for the comprehensive management and oversight of Lewisham Council's payroll function, ensuring the accurate timely and compliant processing of over 6,500 salaries and 8,000 pension payments monthly.

Be accountable for the integrity and efficiency of the payroll processes, with the aim to minimise the number of potential errors and, where necessary, ensuring that corrective action is implemented immediately to mitigate loss and risk to the Council.

Lead and motivate the team to ensure that a professional, high quality and responsive payroll service is in place, which demonstrates accountability, performance, continuous improvement and value for money. Take a strategic role in the provision of services and build effective relationships with schools, partner organisations, directorates and agencies in the delivery of integrated services.

MANAGEMENT ROLES & EXPECTATIONS

As a Lewisham Service Manager, you will:

Be responsible for professional advice and support in service area to deliver in partnership with others the council's vision, values and ways of working.

Take overall responsibility for the planning and management of services, ensuring community and customer needs are identified and met.

Ensure the delivery of identified service objectives and continuous improvement of service targets.

Achieve results through the effective management and development of people.

Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.

Summary of Responsibilities and Personal Duties:

1. Interpret complex legislation, guidelines and statutory regulations to ensure payments made to employees meet the requirements of the HMRC and other regulatory bodies.
2. Make sure all returns are processed, calculated and paid so that the Council does not incur financial penalties. Manage the overpayment process, including the receiving and security of cheques.
3. Ensure effective systems are in place to accurately calculate the salary and pension payments each month. Monitor errors and take immediate corrective action to control the Council's payroll bill per annum.
4. Ensure rigorous audit processes are in place and manage external and internal audits of the teams
5. Undertake complex casework as required, for example preparing data for the Legal Department for tribunals. Attend tribunal hearings and appeals as a witness if required.
6. Participate in Council working groups and projects as required.
7. Develop, implement, monitor and review initiatives within the scope of the post in line with financial regulations and guidelines.
8. Promote sound financial management and control and ensure that appropriate payroll and admin support systems and processes are in place in order to:
 - a. Provide accurate, timely and readily understood information to Councilors, Senior managers, staff, cost centre managers, partners and schools.
 - b. Contribute to the annual savings exercise to ensure all savings are achievable and realistic, ensuring saving targets are met and the timetable is adhered to.
 - c. Produce reports about the financial implications of all matters reported to the Executive and other council meetings.
9. Be aware of, and maintain, an up to date knowledge of developments in the field of payroll and related legislation and use such knowledge to review and introduce changes to payroll practice.
10. Participate in consultation meetings with partners, external agencies and senior management.
11. Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with effective development of the post.
12. Monitor the quality of service delivered by other finance functions operating within jointly provided services.
13. Participate in the production of business plans and monitoring arrangements.
14. Be proactive in the maximisation of external funding and be responsible for the co-ordination, monitoring and completion of SLA's and other required returns to external agencies.

15. Ensure that the Council collects the income owed to it on a regular basis from partners and debtors.
16. Promote the best use of resources and provide input into Best Value reviews and the efficiency agenda.
17. Lead on contractual negotiations for payroll services to ensure the council is receiving value for money.
18. Lead and take responsibility for the financial aspects of implementing new services or new technology with a regard to legislation.
19. Develop, implement and review recharging and internal charging policies to ensure that all support costs are accurately directed to service users.
20. Set up and review systems, protocols and policies for payroll systems.
21. Manage conflict and deal with complex complaints at management level. Where necessary, negotiate settlements to recover payments and influence outcomes.
22. Ensure the effective management of the payroll team within the finance function and take action as appropriate in accordance with Council employment procedures e.g. disciplinary, capability etc.
23. Manage, train and deploy staff as required, within the context of changing circumstances, and take responsibility for staff management.
24. Ensure effective regular supervision and appraisals take place. Set and review targets, monitor individual performance, provide guidance and direction and take appropriate action to ensure the effective performance of the staff.
25. Deputise for the Head of Service in own area of work, including attending strategic groups, as required.
26. Contribute to the team's service plan, SLA's, service statements, training plans and budget monitoring and take responsibility for their implementation.
27. Achieve agreed service outcomes and outputs for the payroll service.
28. Champion the use of information technology and ensure that staff use it to carry out duties in the most efficient and effective manner.
29. Be responsible for ensuring that duties are undertaken with due regard and compliance with the Data Protection Act, GDPR and other legislation.
30. Carry out duties and responsibilities in accordance with the Council's Health and Safety policy and relevant health and safety legislation.
31. Carry out all responsibilities/duties within the framework of the Council's equal opportunities policy and demonstrate commitment to the Council's core values and demonstrate this commitment in the way s/he carries out his/her duties.
32. Maintain a working knowledge of the Council's employment policies and procedures advising own staff and Council managers as appropriate.

33. Make or recommend suggestions that contribute towards policy decisions that affect these teams by understanding the legislation, financial regulations and guidelines that must be adhered to and ensure accurate service delivery to service users.
34. Ensure robust contingency plans are in place in the event of IT failure or the building being inaccessible.

Internal Contacts: These include Councilors, senior management, HR, Legal, Pensions, Rent Accounts, Systems team, Audit, Cashiers, Trade Unions and all staff.

External Contacts: These include Schools, HMRC, DWP, Teachers Pensions, London Pensions Fund Authority, NHS, outsourced payroll providers, Auditors, Courts, HSA, Nursery Vouchers, Crown Savers, Pay Give and, payroll partners.

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: 2

Title:	Grade	No of posts
Payroll Team Leader	P04	1
Payroll Technical Lead	P05	1

Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Payroll Manager

Grade: PO8

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	
In depth knowledge of relevant HMRC and payroll legislation, guidance and service conditions	S
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).	
Detailed working knowledge of data protection, GDPR, Freedom of Information and financial regulations	S
Proficient understanding of the variety of Local Government Terms and Conditions of Service in place, such as NJC, Teachers, Soulbury, Local agreements etc.	S
Excellent understanding of financial management and reconciliation processes.	S
Detailed knowledge of payroll IT and related calculations	
Knowledge of managing and monitoring a Service Level Agreement	
Aptitude	
Ability to interpret complex legislation and regulations	S
Ability to problem solve and find solutions within regulations	S
Ability to deal with a wide range of people	S
Ability to deal with and resolve conflict	S
Ability to deal with a highly pressurised work environment and manage deadlines	S

Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
Excellent IT skills	
Excellent organisational skills	
Experience	
Experience of interpreting and applying complex legislation, regulations and terms and conditions	
Proven experience of managing a team, of forward planning, prioritising workload and working to deadlines	
Experience of managing and monitoring an allocated budget for service provision	
Experience of identifying and implementing budget savings	
Sound experience of managing, processing and reconciling a large monthly payroll budget within a payroll team to deliver a quality, proactive and customer focused payroll service.	
Experience of negotiating Service Level Agreements and Service Planning	
Experience of working in a highly pressurised environment and to strict deadlines	
Experience of producing and presenting complex information	
Experience of working in a customer focused environment and dealing with complex complaints	
General Education	
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.	
Personal Qualities	
Calm and professional	
Flexible and adaptable	
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)