

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Payroll Team Leader	Grade:	PO4
Reports to (Designation):	Payroll Manager	Grade:	PO8
Directorate:	Corporate Resources	Department:	Finance

Main Purpose of the job:

To administer the delivery of a comprehensive and efficient payroll service, that ensures 10,000 employees of the Council, Schools and Partner companies, and 6,000 pensioners each month are accurately paid monthly.

Supervise the team and their work on a day-to-day basis, allocate and redistribute workloads as required, and manage conflicting deadlines.

Identify training requirements or other needs and inform the payroll manager, to ensure a high-quality payroll service is maintained.

Be the main point of contact for the day-to-day management of the payroll partners and schools, to ensure the continued income from Service Level Agreements.

Take immediate and appropriate action to rectify any instance of non-compliance of policy or legislation identified or raised by the payroll officers.

Liaison with employers (corporate and schools) to ensure an efficient client service in line with the payroll SLA or contract

Keep an up-to-date knowledge of the complex legislation and service conditions surrounding Payroll and Personnel Admin and ensure forms, letters, the intranet and procedure notes are amended accordingly.

Resolve escalated queries and complaints, highlight data protection issues and contribute to Freedom of Information requests. Deal with more complex calculations escalated by staff.

MANAGEMENT ROLES & EXPECTATIONS

As a Lewisham Team Leader you will:

Adapt the planned delivery of services to ensure changing customer needs.

Monitor and review service outcomes ensuring effective delivery of personal and team objectives.

Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.

Plan, deploy and co-ordinate people resources to meet changing operational needs.

Ensure services meet statutory and identified organisational standards and regulations.

Ensure an understanding of the impact of your service on other functions.

Summary of Responsibilities and Personal Duties:

1. To oversee and prioritise the flow and output of work to ensure the timely, efficient and effective delivery of the payroll services. This includes the provision of specialist advice and support of complex issues, either personally or through others.
2. Ensure full compliance with relevant statutory or non-statutory regulations or standards relating to payroll.
3. Supervise teams on a day-to-day bases; managing workloads, juggling conflicting priorities and ensuring adequate resources are available to meet requirements and deadlines. Ensure the work flows, fully understanding how one area impacts upon the other, make decisions on priorities and deadlines.
4. Lead on meetings and discussions with the team leaders of partners organisations and schools SAO's on improvements to the service in order to maintain the current income from the SLAs.
5. Lead on one off tasks as directed by the payroll manager, assessing the best way of managing the task and the resources required, to meet conflicting deadlines with the payroll run
6. Lead and establish working practices within the teams, as directed by the payroll manager, to ensure the maximum efficiency of the teams.
7. Deal with escalations and complaints from the team.
8. Support the Payroll Manager in their dealings with internal and external stakeholders including Auditors, the Actuary Department and HRMC.
9. Liaise with HM Revenue and Customs (HMRC) on 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. Identify Data Protection issues.
11. Identify health and safety issues ensuring a safe work environment for the teams.
12. Interpret legislation, regulations and service conditions and create and amend procedure notes, guidance and forms, on the intranet site and correspondence accordingly.
13. Ensure team members, partners and schools are kept up to date with changes to legislation, regulations and service conditions.
14. Maintain an up-to-date knowledge of relevant training available, identify staff training needs and advise payroll manager.
15. Work with staff members to rebalance workloads during absence and as the profile of the Council changes.

16. Be fully conversant with, and able to calculate, all benefits, both using a computer, and manually in the event of system failure. With the payroll manager, assist in the supervision of emergency payroll processes if required.
17. Manage own workload while being aware of the needs for assistance by the rest of the team.
18. Lead on the distribution and sign-off of payroll error reports prior to pay run, to ensure lowest level of error rate.
19. Make decisions on the requirement to alter payroll run times.
20. Lead on decision making regarding submission of data where the team highlight problems or inconsistency that could lead to breaches of the Financial or Tax Regulations or service conditions.
21. With the payroll manager check and signing off of pay awards and the manual calculation of pay arrears
22. Deputise for the Payroll Manager on payroll related matters in their absence.
23. 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.

Internal Contacts: These include Councillors, 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, 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: 4

Title:	Grade	No of posts
Senior Payroll Officer	PO2	4

Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Payroll Team Leader

Grade: PO4

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	
Detailed knowledge of relevant payroll legislation, service conditions and regulatory guidance including Income tax, SSP, NI, SMP	S
Working knowledge of data protection, Freedom of Information and Financial Regulations	S
Knowledge of Payroll ICT system functionality ideally gained within a public sector environment	S
Understanding and working knowledge of pay and conditions of service for Local Government and Schools employees	
Aptitude	
Ability to interpret complex legislation and guidance	S
Ability to problem solve and find solutions with regulatory guidelines	S
Ability to deal with a wide range of people and resolve complaints S Ability to deal with, and solve, conflicting priorities	S
Ability to deal with a highly pressurised work environment and manage deadlines	S
Ability to lead and motivate staff, develop their skills and ensure consistently high quality support to internal and external customers.	S
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
Excellent numeracy skills	
Excellent IT skills	
Excellent organisational skills	
Excellent communication skills	
Excellent interpersonal skills	
Experience	
Proven experience of providing clear advice and guidance on payroll issues.	S
Experience of calculating manual payroll calculations including supplementary and writebacks	S
Experience of calculating sickness absence, Tax, NI, SSP, OSP, SMP, Pensions and other statutory deductions/payments.	S

Experience of working under pressure and to tight deadlines	S
Experience of dealing with the day to day working arrangements between interdependent teams, including payroll, of forward planning, prioritising workloads and working to deadlines	S
Experience of working on a Service Level Agreement	
Experience of working in a customer focussed environment and dealing with complaints	
General Education	
Appropriate professional qualifications or significant experience of working in a payroll department, ideally within a public sector organisation.	S
Evidence of continual professional development	
Personal Qualities	
Self-motivated	
Flexible, calm under pressure	
Able to work outside core hours if required	
Meets requirements of the post	
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)