

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Senior Payroll Officer	Grade:	PO2
Reports to (Designation):	Payroll Team Leader	Grade:	PO4
Directorate:	Corporate Resources	Department:	Finance

Main Purpose of the job:

Accurately pay the 10,000 employees of the Council, Schools and Partner companies and 6,000 pensioners each month.

Ensure you keep up to date with, and apply, the correct legislation and service conditions applicable to each payment.

Identify non-compliance of policy or legislation in your own work area and take immediate, appropriate, action.

Be the main contact for your allocated schools and portion of the workforce, and build good customer working relationships.

Arrange and attend site visits with your schools, to discuss improvements or changes to the service in order to ensure they continue to engage the service

Manage day to day problems and conflicts of deadlines and priorities in your own work area finding satisfactory solutions for the customer and for payroll.

Advise managers and staff on making payments within the service conditions, where they can find further advice and explain the timing of data input and the consequences with regard to deadlines.

Keep accurate and easily accessible historical records and supporting documentation as per legal and audit requirements.

Assist with one off projects and tasks as instructed e.g. single status.

Understand the relationship between the teams, your part within the team, and your role in making the teams work together to provide a professional service that we can offer to partners.

Work to strict, pressurised, inflexible deadlines.

Summary of Responsibilities and Personal Duties:

1. Be responsible for the accurate calculation of salary to all staff and pensioners.
2. Be responsible for applying the correct legislation, rules or guidance to all changes to payments.
3. Be responsible for identifying instructions that do not comply with HMRC legislation or Council policy and take appropriate action.
4. Be responsible for building, developing and maintaining excellent working relationships

with schools, managers, and staff.

5. Be responsible for ensuring your allocated schools are satisfied with the service they receive from you to maintain the income to payroll from the SLA's.
6. Be responsible for identifying conflict of deadlines or problems in own workload that could lead to non-payment of salary.
7. Be responsible for constantly meeting strict, inflexible deadlines.
8. Be responsible for the management and monitoring of sickness absence prior to the payroll being processed, chase managers to input end dates to avoid over and underpayments.
9. Be responsible for notifying employees of changes to their pay, including those entering half pay and no pay.
10. Be responsible for liaising with the Courts, Child Support Agency and local authorities on deduction of earnings instructions.
11. Be responsible for managing Jury service to ensure the Council receives all money due.
12. Be responsible for dealing with queries and complaints and know when to escalate a problem.
13. Be responsible for all communication within your own work area including visitors to the office, telephone, email, letters and complex Teachers service return forms.
14. Be responsible for agreeing, producing and recovering emergency payments.
15. Be responsible for identifying overpayments and taking immediate corrective action, involving manual recalculations.
16. Be responsible for understanding and applying data protection.
17. Be responsible for identifying own training requirements.
18. Be responsible to identifying health and safety issues for the teams and customers to the office.

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
Payroll Assistant	SC5/6	1

Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Senior Payroll Officer

Grade: PO2

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 the relevant payroll legislation and regulatory guidance including Income Tax, SSP, NI, SMP.	S
Working knowledge of pay and conditions of service for Local Government and Schools employees including sickness, maternity leave etc.	S
Knowledge of Data Protection, Freedom of Information and Financial Regulations	
Knowledge of the working relationships within an SLA.	
Working knowledge of pension contributions and relationships to national Insurance	S
Knowledge of Teachers Pensions statutory returns.	S
Knowledge of audit requirements	
Aptitude	
Ability to understand and apply complex legislation and guidance	
Ability to problem solve and find solutions to problems or disagreements.	
Ability to deal with a large range of people	
Ability to deal with a pressurised environment and work to deadlines.	
Ability to work as part of a multifunctional team.	
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 including Microsoft applications	
Good communication and customer service skills	
Good organisational skills	
Experience	
Proven track record of providing clear advice and guidance on payroll issues.	
Experience of calculating manual payroll calculations including supplementary and writebacks.	S
Experience of calculating sickness absence, Tax, Ni, SSP, OSP, SMP, Pensions and other	S

statutory deductions/payments	
Experience of dealing with Court Orders and Jury service.	
Experience of using payroll IT systems ideally gained within a public sector environment	
Experience of working in interdependent teams, including payroll, of forward planning, prioritising workloads and working to deadlines. Proven ability to cope with conflicting and changing demands through good time management.	
Experience of working within an SLA and with outsourced payroll providers.	
Experience of customer care.	
Experience of working in a customer focused environment and dealing with complaints	
Experience of maintaining a high level of sensitivity to both confidential and sensitive issues.	
General Education	
Appropriate professional qualifications or significant experience of working in a payroll department in a customer focused organisation.	
Evidence of continual professional development	
Personal Qualities	
Ability to work flexibly, outside work hours if required.	
Self-motivated, flexible, calm under pressure	
Circumstances	
Able to attend meetings / site visits in locations both inside and outside of the borough.	
Able to use computer, telephone, and read correspondence.	
Able to work under pressure	
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)