

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Payroll Team Leader	<b>Grade:</b> PO2
<b>Section:</b> Payroll	<b>Directorate:</b> Resources
<b>Responsible to following manager:</b> Payroll Manager	<b>Responsible for following staff:</b> 4 Payroll Coordinators
<b>Post Number/s:</b>	<b>Last review date:</b> 09/07/2020

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

To assist the Payroll Manager in delivering effective payroll services for the areas of the councils' payrolls, as well as assisting with other section workloads and deadlines when required.

#### Specific Duties and Responsibilities

- To administer, run, process and finalise allocated payrolls using the Council's HR / Payroll system (iTrent) and Business Objects.
- To liaise closely with the Payroll Coordinators to maintain an overall view of the section's workloads, to ensure all section deadlines are met.
- Availability to, on occasion, work outside the normal working hours of 9 to 5, to

ensure that deadlines are met.

- To maintain a high level of payroll system knowledge to enable the taking of full responsibility for running specified payrolls from start to finish.
- To liaise with clients in setting deadlines for documentation receipt.
- To liaise with Payroll and Processing Team regarding timetables for input, processing and completion of specific payrolls.
  
- To assist Payroll Coordinators by monitoring their workloads to ensure that all work is completed to meet payroll deadlines, employing best use of available resources for absence cover, vacancies and periodic work peaks that occur at certain times in the year.
- To monitor the performance of Payroll Coordinators to identify training needs. Liaising with Payroll Manager to facilitate identified trainings requirements.
- To support the Payroll Manager by monitoring progress against targets. Identifying problems at an early stage and escalating to Payroll Manager.
- To ensure that all payroll deadlines and service targets are met by the team.
- To ensure that Councils / departmental standards are adhered to, that payroll records are maintained, security of information is safeguarded and that payments are correct and correctly authorized.
- To ensure compliance with specified procedures, reviewing procedures and internal checks within the payroll teams.
- To ensure that Process Manuals are up to date.
- To communicate with Payroll Manager and team members to ensure a smooth flow of guidance, changes and key information.
- To ensure all queries addressed to the teams are monitored and resolved quickly.
- To handle complex queries e.g. HMRC, National Statistics, DWP and solicitors.
- To maintain an in-depth knowledge of the payroll system to optimize payroll processes, informing the Payroll Manager of any wider system problems.
- To have the ability to undertake duties of a Payroll Coordinator and / or Payroll Team Leader.
- To ensure that payroll logs are completed to assist in budgeting for payrolls.
- To provide assistance and training with Statutory Pay, interpretation of tax and other payroll operational and statutory regulations.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
  
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
  
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Solid knowledge of PAYE, National Insurance, Statutory Sick Pay, RTI and all legislative requirements	A & I
Understanding and experience of operating numerous different staff terms and conditions and schemes	A & I
<b>Experience</b>	
Supervising and working on a team involved in payroll production for multiple large payrolls with different pay dates, ensuring that team deadlines are met	A & I
Strong people management experience and skills with the ability to motivate and lead others	A & I
Ability to deliver a professional, highly efficient and customer focused service to clients, balanced against the need to maintain good financial practice	A & I
Ability to work under pressure with flexibility in response to varying workloads and service needs	A & I
Experience in ensuring accuracy and timeliness of all inputs for the team, whilst maintaining strict security and financial controls	A & I
<b>Skills</b>	
Knowledge of report writing software for payroll database interrogation, Microsoft Excel Intermediate level	A & I
Excellent written and verbal communication skills	A & I
Ability to build and maintain good working relationships with clients and team members	A & I
IT literate with good keyboard skills, as well as experience in using iTrent	A & I
<b>Qualifications</b>	
A minimum of 5 GCSE's Grade A – C (including English language and Mathematics)	A & C
Chartered Institute of Payroll Professional Foundation Degree in Payroll Management qualified	A & C
Proven Payroll Management / Supervisory skills	A & C

**A – Application form / CV**

**I – Interview**  
**T – Test**  
**C - Certificate**

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