

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Team Leader – Payroll, Payments and Projects	Grade: PO3
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Pensions Manager – Payroll, Payments and Projects	Responsible for following staff: Pensions Officer (Reconciliation) and Pensions Assistant (Pensions Payroll)
Post Number/s: TBC	Last review date: August 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

1. To be responsible to the Pensions Manager – Payroll, Payments and Projects assisting with the effective and efficient management of the Payroll, Payments and Projects Team.
2. This post has day to day management of the work of the Pensions Officers and Pensions Assistants of the Payroll, Payments and Projects Team within the Pensions Shared Service.
3. Deputises for the Pensions Manager – Payroll, Payments and Projects.

Specific Duties and Responsibilities

Payroll and Payments

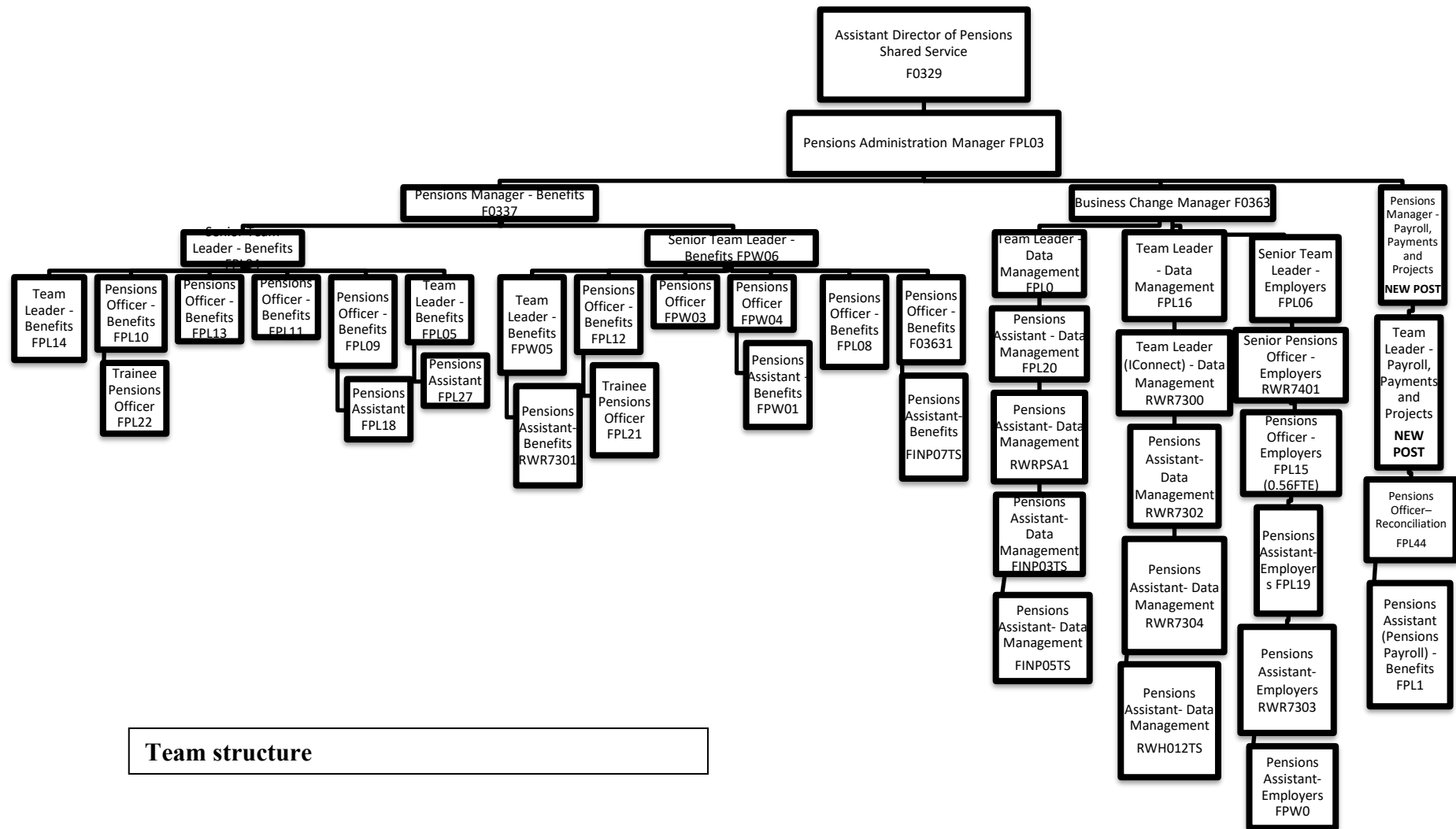
1. Undertake processing of payroll transactions for pensioner payroll including the collation and validation of documentation from pensioners and data input to the payroll system.
2. Supervises and checks the work undertaken by Pensions Officers and Pensions Assistants ensuring the input is accurate and meets the payroll deadlines each month.
3. Assists with developing the content and delivery of in-house training to the staff of the Pensions Shared Service as directed by the Pensions Manager – Payroll, Payments and Projects.
4. Respond to a wide range of payroll related issues raised by managers, pensioners, their representative's external third parties etc. Communication may be by e-mail, letter, phone, face to face or online member portal.
5. Ensure customers receive accurate payments including those to overseas bank accounts, managing recalls and debt recovery as appropriate.
6. Provide information required by internal and external auditors and to implement recommendations of audit reports. To ensure that a clear audit trail of all payroll transactions is maintained (including file management) to meet audit requirements and best practice.
7. Support the implementation of changes in payroll policy or processes.
8. Develop and maintain excellent working relationships with team colleagues, HR services, Senior Managers, other departments and representatives from a range of external bodies.
9. Responsible for the collection, collation and analysis of a range of payroll data, including the production of reports and statistical data for internal and external use.
10. Participate in end of year processes.

Projects

1. To assist the Pensions Manager – Payroll, Payments and Projects in our payroll implementation project, including process mapping to enable pensioner payroll to be brought under Pension Shared Service control and separated from the our partner councils' payroll systems.
2. To be a key contributor to the achievement of our Business Plan objectives within including data improvement, data reconciliation and building greater use of digital technology.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding of payroll procedures and defined benefit schemes and a working knowledge of relevant legislation including HMRC Taxation Rules and the Pension Regulator's requirements.	✓		A, I

Experience	Essential	Desirable	Assessed
Experience of the Heywood Altair system		✓	A, I
Extensive experience of pension and payroll processing.	✓		A, I
Skills	Essential	Desirable	Assessed
Excellent IT skills including Microsoft Office and an ability to manipulate data in excel to produce relevant management information.	✓		A, I, T
Extensive experience of pension and payroll processing	✓		A, I,
Ability to communicate complex technical/functional topics with service users at all levels of technical expertise.	✓		A/I
Strong planning skills and an ability to deliver quickly and effectively to tight deadlines, using innovative thinking to develop new solutions where necessary.	✓		A/I
Able to demonstrate excellent customer care skills	✓		A, I
Able to be proactive, think creatively and identify development opportunities and ways to improve processes.	✓		A, I
Able to manage multiple activities, providing support to their team and co-workers, including those who may be across different teams / other services or partners. Ensures the team is aligned to enable achievement of organisational goals.	✓		A, I
Qualifications	Essential	Desirable	Assessed
A relevant professional qualification eg Pensions Management Institute or Chartered Institute of Payroll Professionals, or equivalent.		✓	A, C

A – Application form / CV

I – Interview

T – Test

C - Certificate