

Job Title	Range ¹	Duties	One Level		
Payroll Admin Support	Range 1	<p>To provide administrative and customer service support to the payroll and pension team using various Microsoft Office products.</p> <p>The job will include:</p> <ul style="list-style-type: none"> Dealing with incoming and outgoing post Saving down emails and documents to shared folders Assisting with IDOXing employee documentation Providing administration assistance within the HR service 	<p>Requirements for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> No formal qualifications are required. <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of Microsoft products such as Word, Excel, Outlook and Teams. <p>Experience</p> <ul style="list-style-type: none"> Experience of using a computer and telephone. <p>Skills</p> <ul style="list-style-type: none"> Able to accurately download and upload sensitive documentation. Communicate with council workers via a number of different methods. Can prioritise own workload effectively. 		
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Team Support Officer	Range 2	<p>To provide administrative and customer service support to the payroll and pension team using various Microsoft Office products.</p> <p>The job will involve processing absence and other pay and pensions related information, answering straight forward queries on behalf of the team and saving down or escalating relevant information.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p> <ul style="list-style-type: none"> Enter information into the HR system for accurate Payroll and Pension processing. 	Required for this level	In addition to level A	In addition to levels A and B
			<p>Qualifications</p> <p>GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths</p> <p>Knowledge</p> <ul style="list-style-type: none"> Understanding of the types of pay and personnel data held by an organisation. An awareness of the service area. An awareness and understanding of confidentiality and data protection procedures. 	<p>Qualifications</p> <p></p> <p>Knowledge</p> <ul style="list-style-type: none"> Can differentiate between different types of pay and leave types to successfully answer, direct or escalate queries coming into the department. Starting to develop knowledge of Medway's HR & Payroll policies and procedures. 	<p>Qualifications</p> <p></p> <p>Knowledge</p> <ul style="list-style-type: none"> Sufficient knowledge to provide answers to entry level queries. Working knowledge of Medway Council's HR and Payroll affecting policies and procedures. Knowledge of GDPR and its importance when handling data and information sharing.

		<ul style="list-style-type: none"> Extract information from the HR system to provide employees with information about their absence pay and entitlements. Answer queries from employees and external stakeholders about Pay and Pensions. Maintain details and claims related to mileage and expenses payments. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Some experience in a customer service or office environment. Experience of undertaking routine data entry with care and accuracy. <p><u>Skills</u></p> <ul style="list-style-type: none"> Proficient in Microsoft Word, Excel, Outlook and Teams. Good written and oral communications. Able to work to deadlines Ability to maintain confidentiality at all times. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Experience of utilising basic payroll and personnel functions within a computerised payroll/HR system. Experience of acting as first point of contact for a range of stakeholders. Experience of dealing with confidential and sensitive data. <p><u>Skills</u></p> <ul style="list-style-type: none"> Ability to utilise a range of Microsoft tools and programmes to complete the duties of the role. Good customer service skills Good communication skills to liaise with stakeholders at a variety of levels across the organization. Able to manage own workload and deadlines, escalating issues where required. Experience of using query or workflow management software to organise and undertake daily workload. Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Minimum 12 months customer service experience, including experience within a local authority or HR/Payroll environment. Experience of using Resourcelink for payroll and HR purposes, including the entry and update of relevant data fields Able to use Topdesk to carry out duties of the role. <p><u>Skills</u></p> <ul style="list-style-type: none"> Able to build and maintain valuable business relationships to support the wider HR function Can work with a high level of autonomy, considering departmental objectives and deadlines, escalating queries where required Excellent customer focused approach, with ability to tailor responses to the needs to the stakeholder. Able to effectively organise workload to accommodate competing priorities or requests Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
Payroll Officer	Range 3	<p>To provide an accurate and efficient Payroll and Pensions service to all Council stakeholders.</p> <p>To provide professional and robust customer service via a range of communication methods.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p>	<p>Required for this level</p> <p><u>Qualifications</u> GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths</p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Understands payroll terminology (PAYE, NI, Gross and Net Pay) 	<p>In addition to level A</p> <p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Understanding and interpretation of PAYE and NI rates, salary 	<p>In addition to levels A and B</p> <p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Knowledge of shared parental leave and pay calculations, court

		<ul style="list-style-type: none"> • Enter and update employee information to ensure accurate and timely payroll processing. • Process salary sacrifice and other benefits, comply with court-ordered deductions, and handle pension scheme processing. • Process absence and leave information in line with Council and statutory policies. • Use software to analyse and interpret system information to identify and resolve errors within the pay cycle. • Undertake regular CPD to ensure that knowledge of the Payroll and Pensions landscape is up to date, minimising risk of erroneous payments or compliance concerns. • Recognise and record areas of potential risk or fraud so that the department can seek to mitigate or reduce the likelihood of a negative event. 	<ul style="list-style-type: none"> • Has working knowledge of all statutory pay types • Can demonstrate understanding of statutory deductions from pay • Can distinguish between gross and net pay and deduction types <p><u>Experience</u></p> <ul style="list-style-type: none"> • Some experience in a payroll related role • Experience of using a computerised Payroll system <p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in Microsoft Word, Excel, Outlook and Teams • Excellent customer service skills • Excellent written and oral communications, with the ability to convey complex information in a clear manner • Strong arithmetic ability • Able to prioritise and organise own workload • Able to utilise initiative to find answers and knowledge where gaps exist • Good level of attention to detail 	<p>sacrifice schemes, statutory pay calculations, occupational leave schemes.</p> <ul style="list-style-type: none"> • Understanding of National Minimum Wage requirements and rates • Has basic working knowledge of the LGPS scheme • Understanding of the potential ways a payroll error can be corrected, in both under and overpayments. • Knowledge of term time only work patterns <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using Resourcelink or a similar integrated HRIS to onboard personnel and process pay. • Minimum of 1 year in a dedicated Payroll related position • Has worked with a workflow or query management tool <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to utilise Excel to conditional format cells and add data validation options to department spreadsheet, ensuring better data quality • Able to display basic analytical variance analysis skills to interpret trends and management information in relation to the pay cycle. • Starting to use technical skills and experience to resolve pay queries • Able to proactively problem-solve and utilise technical and situational knowledge. 	<p>order and student loan deductions, RTI requirements.</p> <ul style="list-style-type: none"> • Knowledge of the pension automatic enrolment process. • Specific knowledge of the Local Government CARE Pension Scheme (LGPS) • Displays an understanding and interest in the wider departmental tasks and responsibilities, including how this may impact service delivery. • Has technical and system knowledge to perform payroll corrections, understanding the reporting requirements and effect on other pay and benefits <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of mentoring or training new users and colleagues, providing peer support • Experience of working within a complex employing environment with a range of terms and conditions that affect pay and benefits • Experience of performing complex term time only staff pay calculations. • Has dealt with overpayment recovery and stakeholder management to ensure all associated monies are returned to the organisation and correctly accounted for <p><u>Skills</u></p> <ul style="list-style-type: none"> • Intermediate excel skill including ; vlookup, sum and 'IF' formulae. • Able to identify risk and weakness in an area of work and suggest improvements to gain efficiency and/or accuracy • Able to utilise technical knowledge and system skills to problem solve pay and system queries. • Able to build working relationships and create efficiencies and new collaborative ways of working where possible. • Excellent attention to detail, utilising knowledge of Medway and local government specific
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Pensions Officer	Range 3	<p>To provide a comprehensive pensions administrative service, processing all joiners, leavers, and in-service pension changes for individuals in relation to all of the different pension schemes operated by the Council. (e.g. LGPS, TPS and NHS pension schemes)</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council</p> <ul style="list-style-type: none"> Provide Pension administration advice and guidance to a range of stakeholders Process starters, changes, leavers and other amendments as required Carry out year activities and returns Process retirement applications and estimates for members 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths <p><u>Knowledge – 1 scheme</u></p> <ul style="list-style-type: none"> Understanding of pension terminology; PLD, estimates, AVCs Understanding of the impact on benefits of pensionable and non-pensionable pay and the effect on contributions Knowledge of opt out procedures Knowledge of the month end and year end reports and processes <p><u>Experience</u></p> <ul style="list-style-type: none"> Some experience within a Payroll or Pensions environment <p><u>Skills</u></p> <ul style="list-style-type: none"> Proficient in Microsoft Word, Excel, Outlook and Teams. Excellent customer service Excellent written and oral communications, able to convey complex information in a clear manner Strong arithmetic ability 	<p><u>Qualifications</u></p> <p><u>Knowledge – 1 scheme</u></p> <ul style="list-style-type: none"> Understanding of the automatic enrolment process and how this interacts with occupational pension schemes Can explain the different types of interaction with tax and taxable pay Understanding of the different types of retirement and how they are processed; Ill Health, Voluntary and Redundancy Knowledge of the flexible retirement process <p><u>Experience</u></p> <ul style="list-style-type: none"> Minimum of 1 year in a dedicated Pensions or Payroll related position Experience in the preparation of Capitalised costs for payment, ensuring supporting documents are provided <p><u>Skills</u></p> <ul style="list-style-type: none"> Able to utilise Excel to conditional format cells and add data validation options to department spreadsheet, ensuring better data quality Able to proactively problem-solve and utilise technical and situational knowledge. A developed level of attention to detail with minimal instances of human error. 	<p><u>Qualifications</u></p> <p><u>Knowledge – 1 scheme</u></p> <ul style="list-style-type: none"> Knowledge of the cyclical re-enrolment process and reporting requirements Knowledge of specific pay types that are included or excluded from pensionable pay Detailed knowledge of the various leaver processes and timelines Understanding of earlier versions of the scheme(s) and can convey the differences between changes Basic knowledge of the relevant options for employees to obtain additional pension benefits <p><u>Experience</u></p> <ul style="list-style-type: none"> Has played an active part in the month end and/or year-end return processes. Experience of mentoring or training new users and colleagues, providing peer support <p><u>Skills</u></p> <ul style="list-style-type: none"> Excellent attention to detail, utilising knowledge of Medway and local government specific agreements to identify errors and issues. Can analyse proposed changes to pension and pay policy to convey financial and procedural impact to the organization Intermediate excel skills; vlookup, sum and 'IF' formulae.

			<ul style="list-style-type: none"> • Able to prioritise and organise own workload in order to achieve deadlines • Able to utilise initiative to find answers and knowledge where gaps exist • Good level of attention to detail 	<ul style="list-style-type: none"> • Confident in explaining complex and technical information to stakeholders in a clear and concise manner 	
Employee Expenses and Benefits Administrator	Range 3	<p>To provide an accurate and efficient benefits and expenses administration service, ensuring timely and appropriate payment is made to officers.</p> <p>Provide day to day management and oversight of the vehicle schemes operated by the organisation.</p> <p>Ensure that benefits and expenses are operated in a way that is compliant with council policy and statutory requirements such as National Minimum Wage.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council</p> <ul style="list-style-type: none"> • Responsible for the processing of manual and computerised expense and mileage claims, identification and resolution of issues to enable timely payment. • Ownership of the lease car and salary sacrifice car schemes process from application to delivery, including set up of relevant payroll deductions and insurance details. • Collation of information relating to P11d benefits to enable the processing of P11d documentation. • Management of applications for new benefits, ensuring relevant Payroll entries are processed correctly 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths <p><u>Knowledge</u></p> <p>Expenses</p> <ul style="list-style-type: none"> • Knowledge of the various mileage rates and mileage related thresholds approved by HMRC • Understanding of the evidence required under HMRC and council policies for expense reimbursement <p><u>Benefits</u></p> <ul style="list-style-type: none"> • Knowledge of the impact of a salary sacrifice benefit on normal pay and deductions • Awareness of annual benefit reporting requirements and deadlines to HMRC <p><u>Experience</u></p> <ul style="list-style-type: none"> • Some experience within an expenses and benefits or Payroll environment • Experience of using a computerised Payroll or benefits system 	<p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <p>Expenses</p> <ul style="list-style-type: none"> • Knowledge re: the tax of treatment of paying in more or less than the approved HMRC mileage rates • Knowledge of the applicable rates and policies within the NJC framework • Detailed understanding of relocation allowable expenses <p><u>Benefits</u></p> <ul style="list-style-type: none"> • Understands the reporting requirements for approved and unapproved salary sacrifice benefits • Is aware of the variety of benefits offered by the organisation <p><u>Experience</u></p> <ul style="list-style-type: none"> • Minimum of 1 year in a dedicated expenses and benefits or Payroll related position. • Experience of using Resourcelink or a similar integrated HRIS to process expenses and benefits. 	<p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <p>Expenses</p> <ul style="list-style-type: none"> • Knowledge of items that may fall under the trivial benefit exemption • Knowledge of expense payments and deductions that can impact the NMW calculation • Has basic knowledge of PAYE Settlement Agreements (PSA) • Has full operational knowledge of car and mileage areas within Resourcelink HRIS <p><u>Benefits</u></p> <p>Has detailed knowledge of all Payroll affecting benefits offered by the organization, including any reporting and administrative requirements</p> <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of personally undertaking P11d reporting annual work and/or actively implementing benefits via Payroll • Experience of acting as a dedicated point of contact with benefit providers

			<p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in Microsoft Word, Excel, Outlook and Teams. • Excellent customer service • Excellent written and oral communications, able to convey complex information in a clear manner • Strong arithmetic ability • Able to prioritise and organise own workload • Able to utilise initiative to find answers and knowledge where gaps exist • Good level of attention to detail • Able to work to deadlines 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to utilise Excel to conditional format cells and add data validation options to department spreadsheet, ensuring better data quality • Able to proactively problem-solve and utilise technical and situational knowledge. • Developed level of attention to detail with minimal instances of human error. • Confident in explaining complex and technical information to stakeholders in a clear and concise manner 	<ul style="list-style-type: none"> • Experience of taking an active interest in improved uptake and engagement of the workforce around benefits <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to identify risk and weakness in an area of work and suggest improvements to gain efficiency and/or accuracy • Able to utilise technical knowledge and system skills to problem solve pay and system queries. • Able to build working relationship and create efficiencies and new collaborative ways of working where possible. • Excellent attention to detail, utilising knowledge of Medway and local government specific policies to identify any update or changes required • Can create and deliver CPD to the wider service on expenses and benefits • Intermediate excel skills; vlookup, sum and 'IF' formulae.
People Projects Officer	Range 3	<p>To provide project administration and support across a range of people and pay related projects, enabling the service to create efficiencies, embrace new ways of working and meet organisational targets.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council</p> <ul style="list-style-type: none"> • Define, track and record activities, milestones and deadlines directly relating to multiple projects, facilitating effective and transparent project governance. 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Has a working knowledge of Microsoft products that can be utilized to record, plan and share information between stakeholders such as creating, editing and sharing Microsoft Planners, lists and setting up Sharepoint areas. 	<p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Has a basic understanding of Medway HR and pay related terms and conditions. • Awareness of proposed statutory changes pertaining to employers <p><u>Experience</u></p>	<p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Has robust knowledge of new policy approval route(s) in Local Government. • Advanced understanding of case law that has shaped people related policy and procedures • Detailed knowledge of Medway HR and pay related policies, entitlements and structures <p><u>Experience</u></p>

		<ul style="list-style-type: none"> Provide administrative support during planning sessions and stakeholder meetings to ensure accurate notes and actions are taken and distributed to relevant parties. Organise meetings and collate project related material across a variety of platforms, ensuring key stakeholders are sighted on progress and potential risks 	<p>Experience</p> <ul style="list-style-type: none"> Some experience in a relevant people, projects or pay orientated role Experience of using a computerised Payroll and/or HR system <p>Skills</p> <ul style="list-style-type: none"> Proficient in Microsoft Word, Excel, Outlook and Teams Excellent customer service Excellent written and oral communications, able to convey complex information in a clear manner Strong arithmetic ability Able to prioritise and organise own workload Able to utilise initiative to find answers and knowledge where gaps exist Good level of attention to detail 	<ul style="list-style-type: none"> Experience of using Resourcelink or a similar integrated HRIS as a system of record. Minimum of 1 years' experience in a dedicated people, projects or pay orientated role Experience as the main point of contact in a team environment during periods of high activity. <p>Skills</p> <ul style="list-style-type: none"> Able to utilise Excel to conditional format cells and add data validation options to department spreadsheet, ensuring better data quality Able to proactively problem-solve and utilise technical and situational knowledge. Able to facilitate multiple workstreams at the same time, often with conflicting priorities and deadlines. 	<ul style="list-style-type: none"> Has experience of change management in a unionised environment. Experience of presenting findings and proposals to a range of stakeholders <p>Skills</p> <ul style="list-style-type: none"> Effective report writing skills to convey objectives, purpose and planned outcomes. Able to create and perform system or process test scripts to demonstrate effective change management. Able to perform a cost benefit analysis to support proposed change activities. Able to prepare a SWOT matrix for proposed projects considering all stakeholders Intermediate excel skills; vlookup, sum and 'IF' formulae.
Pensions Team Leader	Range 4	<p>To be responsible for the delivery of a comprehensive pensions administrative service in relation to all of the different pensions schemes operated by the Council. (e.g. LGPS, TPS and NHS pension schemes)</p> <p>To coach, mentor and develop team members.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p> <ul style="list-style-type: none"> Ensure the year end pension returns are completed within the relevant deadlines. Provide technical scheme guidance to scheme members Process complicated and sensitive matters relating to retirement and pension leavers 	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths <p>Knowledge</p> <ul style="list-style-type: none"> Has knowledge of the monthly reporting cycles and return documents for two or more of the existing pension schemes Knowledge of all day-to-day administration requirements relating to starters, leavers, standard retirements and opt in and opt outs for two or more schemes 	<p>In addition to level A</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of the technical aspects of scheme retirement and the procedure by which they are processed, including supporting documentation of two or more schemes Understanding of the difference between defined benefit and defined contribution pension schemes Developing knowledge of additional pension contributions 	<p>In addition to levels A and B</p> <p>Qualifications</p> <ul style="list-style-type: none"> CIPP Payroll or Pension Technician Certification, or equivalent level 3 qualification <p>Knowledge</p> <ul style="list-style-type: none"> Has demonstrable understanding of the technical pension certification tiers Knowledge of the three types of tax arrangement relating to pension schemes Detailed knowledge of the options to secure additional retirement funding, applicable limits and options upon retiring Has extensive knowledge of the routes by which members can

		<ul style="list-style-type: none"> Lead on the automatic enrolment process and relevant declarations Supervise and develop direct reports to ensure a robust and competent pensions service 	<ul style="list-style-type: none"> Has basic knowledge of the options to increase pension benefit for members <p>Experience</p> <ul style="list-style-type: none"> Experience of undertaking the cyclical re-enrolment process within the specified window and ensured relevant communication to affected employees Has a minimum of two year's experience in a dedicated pensions role Experience of designing dedicated training or guidance material reflective of the subject matter and end users' requirements <p>Skills</p> <ul style="list-style-type: none"> Able to process or manipulate large data sets within Excel, using formulae to analyse and calculate values as required Able to explain complex legislation in a clear and empathetic manner Excellent customer service skills including internal and external stakeholders Able to proactively problem-solve and utilise technical and situational knowledge. Intermediate excel skills; vlookup, sum and 'IF' formulae. 	<p>and additional voluntary contributions within the LGPS scheme</p> <p>Experience</p> <ul style="list-style-type: none"> Experience of coordinated year end activities across the team to ensure deadlines are met Has provided supervision <p>Skills</p> <ul style="list-style-type: none"> Able to create and maintain valuable business relationships with pension providers Able to identify and utilise data within Resourcelink and RRS reports to support the daily activities of the department Can document potential risks within the administrative environment and suggest remedial action and controls 	<p>increase their pension holding, including the potential options upon retirement to access the pension holding</p> <p>Experience</p> <ul style="list-style-type: none"> Experience of taking responsibility for the year end process in at least one scheme Experience of undertaking process improvement(s) within the pension environment Can evidence engagement activities relating to pension schemes with stakeholders <p>Skills</p> <ul style="list-style-type: none"> Able to create and present pension related training to an audience of non-pension professionals Can identify opportunities to increase engagement around pensions and improve the financial wellbeing of pension members Confidence to lead and respond on external audit activities
Payroll Team Leader	Range 5	<p>To ensure that the daily processing activities of the Payroll department are monitored and performed in a timely and accurate manner.</p> <p>To coach, mentor and develop team members.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p> <ul style="list-style-type: none"> Ensure that the payroll workload is planned and executed to meet pre-determined deadlines. 	<p>Required for this level (in addition to all previous levels at Payroll Officer range)</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSEs grade 4 or above (or equivalent level 2 qualification) in English and Maths CIPP Payroll Technician Certification, or equivalent level 3 qualification, or completion of 	<p>In addition to level A</p> <p>Qualifications</p>	<p>In addition to levels A and B</p> <p>Qualifications</p> <ul style="list-style-type: none"> A formal payroll qualification from a professional body at level 5 (or equivalent) or current full membership of the CIPP

		<ul style="list-style-type: none"> Complete monthly reporting and payment requirements as required by HMRC, Pension Providers, and other third parties. Maintain sufficient controls to minimise the risk of fraud and errors. Lead, coach, and develop direct reports to maximise their potential and create resilience within the team. Undertake regular CPD to ensure that knowledge of the Payroll and Pensions landscape is up to date, minimising risk of erroneous payments or compliance concerns. 	<p>CIPP recognition of prior learning at level 3.</p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Robust working knowledge of all day-to-day payroll-related activities, inputs and processes. Knowledge of monthly and annual statutory deadlines, reports and processes relating to the pay cycle. Knowledge of planning and workflow management tools Basic knowledge of local government terms and conditions <p><u>Experience</u></p> <ul style="list-style-type: none"> Minimum of 3 years direct Payroll processing experience Experience of providing mentoring and supervision to staff. Experience of creating and updating spinal columns and other annual pay increase/application of increments <p><u>Skills</u></p> <ul style="list-style-type: none"> Excellent customer service skills Excellent communication skills both written and oral, with a variety of internal and external stakeholders Advanced Excel skills (Sumif/Countif, IF statements, Pivot Tables) Able to identify risks and design mitigating measures Able to utilise technical knowledge and system skills to problem solve pay and system queries. 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> Understanding of benefit items including calculation of benefit values. Knowledge of future payroll affecting policy changes and statutory requirements. Developed knowledge of local government terms and conditions. Developed knowledge of Medway payroll policies and procedures and how they link to wider HR activity. Knowledge of the correct treatment of overpayments and associated record amendments Good knowledge of National Minimum Wage Broad knowledge of MyView processes that impact payroll, such as the entry and authorisation of expenses and irregular claims, absence bookings and holiday pay <p><u>Experience</u></p> <ul style="list-style-type: none"> Direct line management experience including objective setting and appraisal activities. Experience of amending or configuring RRS reports Experience of monthly payroll cycle closure process including statutory reporting and payment requirements. Experience of actively using shared planning or workflow management tools Experience of successfully using the Resourcelink pay framework upload functionality <p><u>Skills</u></p> <ul style="list-style-type: none"> Able to utilise analytical and Excel skills to interpret trends and variances, ensuring data is accurate and representative Able to identify areas of inefficiency and design new processes considering all stakeholders, developing key performance indicators to accurately record data. 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> Knowledge of applicable case law Advanced National Minimum Wage knowledge Excellent knowledge of local government and the policy environment. Understanding of the different hierarchy levels and types that exist within Medway and Resourcelink. Knowledge of completing prior period and year adjustments, including reporting updates and journal requirements. <p><u>Experience</u></p> <ul style="list-style-type: none"> Significant leadership experience, including change management, performance, and disciplinary activities. Experience of performing statutory year end duties and closure. Experience of designing and implementing successful change management activities Experience of creating and maintaining posts with associated service and absence conditions. <p><u>Skills</u></p> <ul style="list-style-type: none"> Able to map and consider wider stakeholder implications when effecting a resolution or new process Able to engage and present Payroll policy and information to internal and external senior stakeholders. Developed report writing skills to convey technical information concisely, utilising visualised data and persuasive language. Developed analytical skills to assess the outcome of Key Performance Indicators, suggest improvements and
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			<ul style="list-style-type: none"> • Able to build working relationships and create efficiencies and new ways of working where possible. • Excellent attention to detail, utilising knowledge of local government specific agreements to identify errors and issues. 	<ul style="list-style-type: none"> • Able to create training and guidance materials where new processes or knowledge are acquired. • Basic report writing skills ensuring information is clear, formatted correctly and flows logically. • Demonstrated an adaptable coaching and mentoring approach, tailored to individual employee needs, ensuring a positive and effective development experience 	<ul style="list-style-type: none"> • analyse trends and patterns in performance.
People Systems Project Officer	Range 5				
Payroll & Pensions Manager	Range 7	<p>To oversee the entire payroll and pension function, ensuring all processes are compliant with statutory requirements and are carried out efficiently and accurately.</p> <p>To coach, mentor and develop team leaders, ensuring business continuity and risk mitigation.</p> <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p> <ul style="list-style-type: none"> • Oversee and manage the payroll & pension team to ensure the accurate and timely processing of payroll & pension contributions. • Develop and implement payroll & pension policies and procedures to ensure compliance with legal and organisational requirements. • Manage relationships with external stakeholders including HMRC and pension providers. • Lead on payroll & pension-related projects and continuous improvement initiatives. 	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> • CIPP Chartered Membership or equivalent level 5 qualification <p>Knowledge</p> <ul style="list-style-type: none"> • Detailed knowledge of the national pay arrangements applicable within a local government environment. • Understanding of proposed pay and pension changes within the next 12 months, and how these affect existing processes. • Detailed knowledge of either LGPS or Teachers scheme. • Basic payroll accounting knowledge, working collaboratively with finance to reconcile and review payroll and pension related control accounts. <p>Experience</p> <ul style="list-style-type: none"> • Minimum of 5 years end to end payroll experience with at least 2 years in a senior manager role. • Experience of setting a short-term departmental (<12m) strategy taking into account organisational priorities and deadlines. • Experience of setting and monitoring department budgets and relevant contracts or 	<p>In addition to level 7A</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Detailed understanding of the LGA framework, the unionised environment and how this impacts the payroll and pensions department. • Good knowledge of both Teachers and LGPS schemes. • Developed payroll accounting knowledge and able to generate reconciliations and cost journals as requiredFull <p>Experience</p> <ul style="list-style-type: none"> • Experience of managing a large multi-disciplinary team (>10 individuals). • Proven experience in succession planning and talent management to ensure business continuity • Experience with leadership of change activity, ensuring collaborative and accurate work with positive outcome. 	<p>In addition to levels 7A and 7B</p> <p>Qualifications</p> <ul style="list-style-type: none"> • MSc/Mba in Leadership or equivalent level 7 qualification. <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of effective project management principles. • Detailed knowledge of both LGPS and Teachers schemes. <p>Experience</p> <ul style="list-style-type: none"> • Experience of leading software implementation or equivalent significant systems change experience in a payroll environment. • At least two years' experience as a Payroll Manager in a local authority. • Experience of managing risk across the service area, ensuring concerns are fully documented,

			<p>agreements, including vendor management and service review.</p> <ul style="list-style-type: none"> • Experience of working with external auditors on payroll and pensions related items. • Significant experience of working with an integrated HR & Payroll system, working with multiple employment terms and conditions <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to demonstrate effective leadership, ensuring collaboration and team goal attainment. • Able to rectify service issues, increase stakeholder confidence and challenge the status quo • Able to manage and resolve conflict to arrive to a satisfactory conclusion. • Advanced Excel skills, such as sumif, countif, xlookup and pivot tables. Has confidence interrogating and manipulating large amounts of data. • Excellent time management and organisational skills, utilising a range of tools and embedding them within the team to ensure that regular processing activities are monitored and completed within the specified calendars. • Can work with autonomy, using technical and situation skills for informed and evidence-based decision making 	<ul style="list-style-type: none"> • Experience of Bureau customer management such as creating and/or reviewing annual agreements and maintaining business relationships. • Experience in ownership of the statutory year end processes and reporting. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Developed emotional intelligence, able to utilise different approaches to manage the team effectively and proactively • Able to negotiate professionally with variety of stakeholders to ensure equitable outcomes for the service • Effective and considered decision making skills, balancing the needs of the team and the organisation, advocating for the team during intense processing periods • Role models the introduction of positive change, using persuasive and counselling skills as required to bring about transformation. • Can plan and organise short term (<12m) projects with clearly defined objectives, including identifying and engaging relevant stakeholders, delegating tasks and utilising project management tools to support effective project governance. 	<p>mitigated where possible and resolved as soon as possible.</p> <ul style="list-style-type: none"> • Demonstrable experience creating and updating payroll or pay affecting policies, working with wider organisational stakeholders as required • Has represented the payroll and pensions service at senior level, inspiring confidence and demonstrating organisation values at the core of service delivery <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to assess and design automation and technological efficiencies to streamline processes and redesign existing protocol to take advantage of advance digitalisation. • Advanced analytical and workflow management tools to ensure that the organisation can utilise management information to shape policy and meet relevant systems and statutory standards. • Able to encourage innovation and create a shared vision for the team, defining service wide SMART objectives and ensures regular review. • Can enable others to address issues or productivity bottlenecks by using approaches and perspectives that are new to them, or not usually considered. • Displays heightened emotional intelligence and confidence to present to councillors and senior council leaders on a range of pay and benefits topics
People Projects Partner	Range 7	<p>Ensure the Council is legally compliant in the application of contractual terms and conditions of employment. Ensure all projects comply with relevant HR policies and regulation.</p> <p>Take the lead and work with trade unions to negotiate and agree</p>	Required for this level	In addition to level A	In addition to levels A and B
			<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • CIPD qualified level 5 or equivalent and/or degree in relevant subject 	<p><u>Qualifications</u></p>	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • MSc/Mba in Leadership or equivalent level 7 qualification.
			<u>Knowledge</u>	<u>Knowledge</u>	<u>Knowledge</u>

		<p>settlements where contractual terms have not been adhered to, protecting the Council's reputation and liability for further claims. Review all employment allowances and make recommendations for change.</p> <p>Liaise and collaborate with other HR colleagues and key stakeholders to understand the issues and develop solutions and strategies to ensure project success.</p> <p>Organise and support project-related meetings and working groups, such as start and finish groups.</p> <p>Prepare project documentation, including guidance materials, information leaflets, and reports. Identify and manage risks in relation to projects.</p> <p>Track and report on progress, making adjustments as needed to meet deadlines and objectives, and prepare and present project reports to senior management</p>	<ul style="list-style-type: none"> • Knowledge of UK employment legislation and recent case law • Comprehensive knowledge of HR practices, including employee relations • Knowledge of stakeholder management • Awareness of NJC terms and conditions • An understanding of the importance of fair and transparent pay and reward systems. • Advanced theoretical, practical and procedural knowledge in HR plus detailed knowledge of the associated organisational policies, practices and procedures. 	<ul style="list-style-type: none"> • Knowledge of local and national terms and conditions of neighbouring local authorities. • Developing knowledge of the NJC 'Green Book' and other relevant terms and conditions applicable to staff in the Council • Good working knowledge of the Council's HR & Payroll system, Resourcelink • An understanding of the governance routes within the Council for HR matters. • Knowledge of change management processes relating to pay and benefits. 	<ul style="list-style-type: none"> • Knowledge of communications and engagement strategies and employee voice tools • Expert knowledge of NJC, JNC and Teachers pay terms and conditions • Detailed knowledge of statutory leave entitlements and their interaction with contractual pay and occupational entitlements • Detailed knowledge of HMRC approved rates for expense payments including mileage and associated allowances
			<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of successfully supporting organisational change and development, with the ability to translate business needs into a clear HR agenda • Experience of developing, implementing and monitoring HR strategies and practices • Project management experience • A variety of experience in HR functions such as recruitment, employee relations, and performance management • Experience of building constructive relationships with Trade Unions and/or Employee Forums • Experience of negotiating with trade unions and other stakeholders both internal and external to the organisation • Experience of successfully working with a range of internal and external partners, working across organisational boundaries and at all levels of the organisation. • Experience of identifying and managing risks including identifying mitigation • Experience of analysing data and making informed recommendations 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of successfully supporting organisational change and development within local government, with the ability to translate business needs into a clear HR agenda • Experience of leading, communicating, advising and consulting at all levels and with trade unions on HR related issues • Experience of implementing change successfully • Experience of leadership roles / managing teams or projects • Experience of preparing reports and presenting recommendations to senior managers and other stakeholders • Experience of managing workflows across multi-disciplinary teams to ensure objectives are clear, SMART and fully communicated, to create a shared vision and purpose 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of managing the procurement process • Experience of representing the Council through conciliation and mediation • Experience of building relationships and partnerships with other authorities to gather information and form best practice guidance • Experience of presenting information and answering questions on policy at committee meetings, representing the HR and Payroll service • Demonstrable experience of conflict resolution, using interpersonal skills, technical and situation knowledge to ensure service and project delivery

			<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to digest and summarise data from a variety of sources to support specific projects or create strategies that involve one discrete area of the HR service • Able to provide solutions to HR-related challenges that align with organisational culture and resources • Highly developed oral and written communication skills, with an adaptable style and able to use a variety of information and tailor communication style to suit different needs, can explain complex matters in plain English. • Ability to progress a series of activities within recognised guidelines making frequent decisions without ready access to more senior officers except for advice on policy or resource issues. • Ability to deal with very high levels of work-related pressure, for example, from deadlines, interruptions or conflicting demands or periods of most of the working day undertaking report writing or preparing for a presentation • Excellent interpersonal and team working skills, and a proven ability to form partnerships, motivate, enthuse and drive individuals • Able to be innovative and forward thinking in approach to work and embracing change • Strong project management skills, including identification of wider implications to other areas of the business. • Proficient in the use of Microsoft word, excel, outlook and teams • Able to demonstrate empathy and patience when dealing with sensitive issues and diverse perspectives 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Demonstrates ability to plan projects taking longer than one year to complete, and that require the involvement of more than one organisation service area • Well-developed negotiating and influencing skills • Skills in mediating and resolving conflicts between employees and management, and with the trade union representatives • Able to build and sustain positive working relationships and trust with all stakeholders. • Able to negotiate terms and conditions of employment, resolve disputes, and reach mutually beneficial agreements, with support from senior manager • Able to perform high level cost vs benefit analysis, ensuring all options are considered and mindful of budgetary constraints • Able to perform regular self-review to encourage development 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to negotiate terms and conditions of employment, resolve disputes, and reach mutually beneficial agreements with limited support from senior manager • Strategic thinking skills, linking to the broader business context and how union negotiations and agreements impact the organisation • Advanced report writing skills to accurate and succinctly convey sensitive and critical information to senior stakeholders, promoting the department as a service of integrity
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