

Job Description

Job Title	Head of Payroll & Reward
Directorate	Business Support
Division	HR
Reports to	Chief Organisation Culture Officer
Range	Service Manager

Job Summary:

You will play a critical role in overseeing and directing the day-to-day payroll and pension function, whilst developing and delivering the total employee reward strategy. You will work closely with the senior leadership teams and the wider HR team, utilising your excellent communication, coaching and influencing skills to drive the transformation of services and manage change.

You will have exposure to many different aspects of the business and have the opportunity to work on many HR projects. The initial focus being on Payroll and benefits enhancements.

You will have ownership for ensuring that fair, consistent and transparent payroll and pensions service in relation to customer service and processes are applied, making it a great customer experience. You will lead and partner projects to develop and implement policies and procedures. You'll earn the trust of others by forming strong relationships at all levels, allowing you to 'monitor the pulse' of your customers and from there drive continuous improvement in service design and engagement.

This position requires an individual who has significant payroll and pensions experience, deep subject matter knowledge, and strong emotional intelligence, communication and interpersonal skills that enables the individual to work successfully on a broad spectrum of payroll and pensions concerns, systems development, projects and initiatives. Your expertise in these fields will allow you to support and advise your team and your customers on complex payroll and pension issues insisting on the Highest Standards in processes and customer service.

Whatever you focus on, it will all be aimed at delivering the highest quality service to our internal and external customers.

Main Purpose of the job:

Develop and maintain a professional payroll function that is scalable & flexible to meet the organisations needs

Actively lead on projects aligned to Payroll and Pension Transformation Strategy, leading and championing as appropriate and ensuring timescales are met.

Provide expert Payroll and Pension advice and support to managers around the management of all payroll and pension-related issues, ensuring that the Council's policy is followed at all times and in line with legislation.

Medway Council Job Profile

Lead the strategy and development of the Employee Total Reward Strategy and associated strategy to ensure Medway is a great place to work.

Manage and oversee the transformation of the Payroll stream and any associated processes, to ensure timely delivery and implementation of the transformation, ensuring it continues to meet statutory, regulatory, legislative and performance requirements.

Take a proactive approach to improvements, ensuring timely support and solutions are reached in collaboration with team managers.

Take a proactive approach to risk management, ensuring risks and issues are identified, addressed and reported and, where appropriate escalated.

Operate clear processes across the team that access, pull, clean and analyse data from Resource Link among others. Develop, update, and automate regular and ad-hoc reporting

Strong analytical and quantitative skills and an ability to use hard data and metrics to back up assumptions, develop business cases, and complete root cause analyses.

Review and analyse business metrics in order to recommend systemic improvements.

Coach and build the capability of team managers on Payroll and Pension related matters across the service, driving consistency of approach and measuring impact.

Attend senior managers meetings as required to provide expert advice and guidance.

Drive continuous improvement within your own areas of responsibility and share best practice with colleagues across the organisation and partners with a user centred focus.

Main Duties

To successfully oversee the monthly pay run and end of year requirements, including:

- To coach, mentor and potentially deal with complex payroll and pension queries from a range of stakeholders that have been escalated by the team.
- To act as the Council's expert specialist in all matters relating to payroll and pensions, e.g. Auto-enrolment, PAYE, NICs, P11Ds, PSA etc.
- To be accountable for all RTI submissions – FPS, EPS etc are completed in a timely manner.
- To be responsible for all pensions routines: LGPS, NHS and Teachers Pension requirements for staff and to ensure all obligations are met and returns are completed to timescales.

To keep HR colleagues updated with new developments in payroll and pensions legislation, regulations and statutory requirements and ensure appropriate planning for such new developments.

To directly manage and mentor the Payroll Team Leaders and Pension Team Leaders, and associated project leads.

To motivate, engage and act upon feedback from the team

To promote, review, quality assure, and drive the develop the service to meet the needs and demands of service users.

Identifying where possible continuous improvement and development in the provision of the payroll service and ensuring the teams compliance with HMRC requirements.

To drive system and process improvements within payroll and pensions teams aligned to the wider HR transformation strategy.

Medway Council Job Profile

Champion innovative projects to enhance user journeys, driving innovation and assessing impact.

To liaise with external customers in order to retain business as well as looking for opportunities to expand this business in order to reduce costs of the overall service to Medway Council.

To provide information, statistics and reports to management and all relevant authorities, working within agreed timescales.

To maintain confidentiality in line with the Data Protection Act and General Data Protection Regulation (GDPR) at all times.

To work in collaboration with the other Heads of Service across HR and the wider FBI Team.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Person specification

Qualifications

- Degree in a relevant subject
- CIPP Level 5 qualification and active membership
- CMI/CIPD Level 7 (*desirable but not essential*)
- MSc in Leadership (*desirable but not essential*)

Knowledge

- Ability to demonstrate advanced practical and procedural knowledge across a service area plus detailed knowledge of the associated organisational policies, practices and procedures or an equivalent level of organisational, procedural and policy knowledge.

Experience

- Substantial relevant experience and a proven track record of managing a payroll and pensions team within a large, complex organisation
- Comprehensive understanding and experience of manual and computerised financial management and/or payroll/HR systems and PAYE scheme. Proven experience of analysing and interpreting complex information.
- Ability to demonstrate practical and/or procedural knowledge in a specialist area, plan and prioritise work effectively as well as the ability to turn theoretical knowledge into practical applications.
- Experience within ResourceLink payroll software or similar
- Experience in managing LGPS and/or Teachers Pension Scheme
- Strong evidence of working and succeeding as a Payroll professional
- Experience in leading, communicating, advising and consulting at all levels within the organisation.
- Evidence of successfully working with a range of internal and external partners, working across organisational boundaries
- A successful track record of strategic and operational budget management.
- Experience of working with Public Sector (desirable)

Skills

- In-depth working knowledge of all payroll related legislation and statutory requirements.
- Excellent interpersonal and team working skills, and a proven ability to work in collaboration, motivate, enthuse and drive individuals.
- Well-developed negotiating and influencing skills.
- Demonstrable ability to analyse very varied and highly complex information or situations and to produce solutions or strategies to set about change for a positive user experience.
- Demonstrable 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.
- Demonstrates the ability to deal with very high levels of work-related pressure, for example, from deadlines, interruptions or conflicting demands.
- To be innovative and forward thinking in your approach to work and embracing change.

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Competences

Strategic vision

Contributes to the ongoing development and achievement of the strategic vision for the service.

Organisational insight

Has an extensive understanding of the service, its activities and policies and the market/external comparators for it

Informs and engages with elected members

Inspirational leadership

Shows strong leadership, promoting equality and integrity.

Encourages creativity, innovation and improvement

Influences decision makers to facilitate progress and achievement of objectives

Stakeholder management

Builds sound, productive working relationships with colleagues, partners and employees.

Seeks opportunities for partnership working that will benefit the service area

Communicates clearly both orally and in writing, adapting style to suit different needs

Service effectiveness

Develops resource plans to meet service requirements drawing up realistic budgets and using information effectively.

Manages programmes and projects, assessing and dealing with risks

Develops a strong service culture, developing, managing and measuring service plan objectives

Leading change

Is proactive in instigating change

Makes decisions and solves problems and solves problems within limits of authority, to enable progress

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Embeds change, supporting wider council initiatives

Team engagement

Ensure that individuals and teams have targets/objectives and development plans, linked to service goals.

Builds a motivated, engaged team.

Organisation:

This role reports to the **Chief Organisational Culture Officer**.

The post holder will have line management responsibility.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

Working Environment:

The post holder will be based in Gun Wharf Council Office.

Working Style:

The workstyle for this role has been assessed as 'Hybrid'. This means the post holder will work predominantly in an office or home location, but use a wide variety of different workspaces.