

Job Description

Job title	<Payroll Team Leader>
Directorate	BUSINESS : Business Support
Division	< HR>
Range	MPR 5
Reports to	<Payroll & Pensions Manager>

Main purpose of the job:

To ensure that the daily processing activities of the Payroll department are monitored and performed in a timely and accurate manner.

The Payroll Team Leader is the direct line manager of Payroll and Team Support Officers, ensuring that the workload is effectively managed, resourced and reviewed.

To coach, mentor and develop team members.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Ensure that in each payroll period the workload is planned and executed as to meet the pre-determined deadlines and ensure pay reaches workers on time.

Complete the 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.

Manage and resolve escalated queries, providing a professional and helpful customer experience.

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.

Collate and review information pertaining to Key Performance Indicators, acting on areas of concern.

Create and maintain positive relationships with internal and external stakeholders.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

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.

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

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

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.

Organisation:

This role reports to the Payroll & Pensions Manager.

The post holder will have line management responsibility.

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

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Minimum of five GCSEs or equivalent at Grade C or above
- CIPP Payroll Technician Certification, or equivalent level 3 qualification, or completion of CIPP recognition of prior learning at level 3

Level B (in addition)

Level C (in addition)

- A formal payroll qualification from a professional body at level 5 (or equivalent)

Knowledge

Level A

- Robust working knowledge of all day-to-day payroll-related activities, inputs and processes.
- Knowledge of monthly and annual statutory deadlines
- Knowledge of reporting and processes relating to the pay cycle.
- Knowledge of planning and workflow management tools
- Basic knowledge of local government terms and conditions

Level B (in addition)

- Demonstrates continuous learning and applies this knowledge in the role.
- 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 and how to ensure compliance
- Broad knowledge of MyView processes that impact payroll, such as the entry and authorisation of expenses and irregular claims, absence bookings and holiday pay and an understanding of risk

Level C (in addition)

- Demonstrates continuous learning and applies this knowledge in the role.
- Knowledge of applicable case law
- Advanced National Minimum Wage knowledge
- Excellent knowledge of local government terms and conditions and the pay policy
- 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.

Experience

Level A

- 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

Level B (in addition)

- 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

Level C (in addition)

- Significant leadership experience, including change management, process improvement and performance/disciplinary activities, in line with Our Values and Behaviours.
- 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

Skills

Level A

- Excellent customer service skills

- Excellent communication skills both written and oral, with a variety of internal and external stakeholders
- Advanced Excel skills (Sumifs/Countifs)
- Able to identify risks and design mitigating measures
- Able to problem solve pay and system queries.
- 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.

Level B (in addition)

- Able 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.
- 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.
- Good coaching and mentoring skills, with the ability to adapt your approach to meet the individual requirements of employees

Level C (in addition)

- 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 analyse trends and patterns in performance.