

Job Description

Job title	<Payroll Officer>
Directorate	BUSINESS : Business Support
Division	< HR>
Range	MPR 3
Reports to	<Payroll Team Leader>

Main purpose of the job:

To provide an accurate and efficient Payroll and Pensions service to all Council Stakeholders. The role includes a wide range of Payroll and Pension activities, including the entry, review and processing of complex and confidential financial and personnel data relating to pay, benefits and deductions.

To provide professional and robust customer service via a range of communication methods to resolve queries in a timely and empathetic manner.

The role is critical to ensuring ongoing integrity of data held within the HRIS environment.

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

Accountabilities and outcomes:

Enter and update employee information within the appropriate timescales, to ensure that pay is accurate and on time. This information contains but is not limited to;

1. Starters, Leavers and Contractual Changes
2. Processing of salary sacrifice benefits
3. Compliance with court ordered and voluntary deductions from pay
4. Pension scheme processing including opt-ins, opt-outs and processing of Additional Voluntary Contributions (AVCs)

Process absence and leave information in line with Council policies and Statutory procedures. This will include but is not limited to:

1. Statutory parental leave and pay (SMP, SPP, SAP, ShPP, ShPL)
2. Statutory Sick Pay (SSP)
3. Other occupational absence types

Use a variety of software to analyse and interpret system information, to identify potential errors so that these can be resolved 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.

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 Team Leader>.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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.



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Person Specification

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

Qualifications

Level A

- <Minimum of three GCSEs or equivalent at Grade C or above>

Level B (in addition)

- <CIPP Payroll Technician Certification, equivalent level 2 qualification or demonstrable experience in a similar role

Level C (in addition)

- <CIPP Payroll Specialist Certification, equivalent level 3 qualification or demonstrable experience in a similar role

Knowledge

Level A

Payroll

- Understands Payroll terminology and abbreviations
- Awareness of the documentary evidence required for the payment of Statutory Sick Pay and Statutory Maternity Pay
- Can explain the different tax thresholds and implications of 'personal allowance'
- Understands the difference between Gross and Net pay, and deductions
- Can calculate a monthly or hourly rate from a given Salary

Pensions

- Can accurately complete pension leaver details (PLD's)

Level B (in addition)

Payroll

- Understand the different National Insurance rates, categories and thresholds
- Knowledge of salary sacrifice schemes and effect on gross and net pay
- Able to manually and accurately calculate Statutory Sick Pay, Statutory Maternity, Paternity and Adoption Pay
- Understanding of occupational leave schemes and interaction with statutory offering
- Awareness of National Minimum Wage requirements

- Knowledge of RTI and other statutory reporting obligations and deadlines
- Can perform Salary recalculations in respect of leavers and/or term time working adjustments
- Competent in the use with Resourcelink or experience with a similar HR and Payroll system, working with minimal supervision and excellent attention to detail

Pensions

- Knowledge of the Automatic Enrolment process and eligibility criteria
- Understanding of the different types of tax treatment
- Can accurately complete pension leaver details (PLD's)

Level C (in addition)

Payroll

- Understanding of Shared Parental Leave and Pay calculations
- Able to manually calculate and prioritise Court Order and Student Loan deductions
- Understands Apprenticeship Levy rates and calculation
- Familiarity with legislation surrounding holiday pay calculations
- Awareness of Salary Sacrifice and net deductions with National Minimum Wage compliance
- Understanding of overpayment implications and calculations, including prior period workings and required reporting adjustments
- Proficient in the use of Resourcelink including basic system maintenance tasks and updates. Can provide general advice and support on use of the software to other team members
- Experience in using a workflow or query management tool to allocate, delegate and update tasks

Pensions

- Knowledge of the cyclical re-enrolment process
 - Specific knowledge of;
 - Pay types included and excluded
 - How benefits are calculated
 - Retirement and death in service procedures
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Experience

Level A

- <1-2 years in a Payroll role>

Level B (in addition)

- <3-5 years in a Payroll role>

Level C (in addition)

- <5+ years or more in Payroll role>

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Excellent customer service attitude, in both written and oral communications
- Can clearly convey information without the use of jargon and in a way that meets with the end users' requirements
- Demonstrates the ability and drive to work collaboratively with colleagues and stakeholders
- Has a high level of accuracy and shows attention to detail

Level B (in addition)

- Able to utilise Excel to perform intermediate tasks such as;
 1. Sum and Count formulae
 2. Basic data validation such as list creation or field restrictions
 3. Conditional formatting to highlight specific numbers or text
- Displays basic analytical variance analysis skills to interpret trends and management information
- Displays a proactive problem-solving approach to utilise technical and situational knowledge
- Demonstrates a pro-active attitude towards deadline management and team goals

Level C (in addition)

- Able to utilise Excel to perform tasks such as;
 1. 'IF' statement formula
 2. Pivot Tables
 3. Lookup formulae
- Demonstrates an ability to identify risk and weakness in an area of work and suggest improvements to gain efficiency and/or accuracy
- Displays an understanding and interest in the wider departmental tasks, building working relationship and creating synergies where possible

- Can support and mentor new or experienced members of the team, setting a positive example through actions and decisions
- Can implement a logical problem-solving approach when faced with new or unknown challenges



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