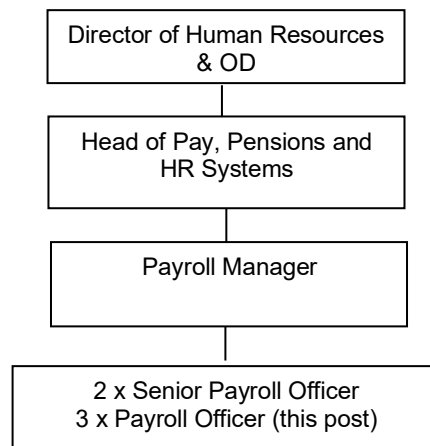


JOB DESCRIPTION

Job Title	Payroll Officer
Directorate	Resources Directorate
Service	Human Resources & OD Pay, Pensions and HR Systems
Grade	Grade E

Employees directly supervised (if applicable):	None
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Family Tree (job titles only, no employee names)



1. JOB PURPOSE:

- To be responsible for correctly calculating employee gross pay and net pay in accordance with statutory and contractual requirements, ensuring that all permanent and temporary transactions are correctly processed on time, and that all anomalies are investigated and corrected prior to payroll finalisation.
- To resolve day-to-day payroll enquiries originating from employees, managers and third parties, in accordance with the agreed timescales, and to ensure that this feeds back into correct payroll transactions.
- To provide an excellent level of customer service to employees, managers, third parties and anyone else who transacts with the payroll service.

- To provide advice and guidance to employees, managers and third parties on payroll procedures, general matters associated with income tax, National Insurance and statutory and contractual pay entitlements, and local requirements in respect of pay.

2. DESCRIPTION OF DUTIES:

- To have a good understanding of statutory and contractual requirements relating to the payroll, including PAYE Tax, National Insurance, National Minimum Wage, London Living Wage, Local Government Pension Scheme, Teachers Pension Scheme, Statutory Sick Pay, Statutory Child-Related Pay, contractual sick pay, and contractual child-related pay.
- To work with the Senior Payroll Officers in the accurate and timely production of all payrolls and their outputs throughout the payroll processing cycle.
- Running a range of regular and ad-hoc processes as part of the payroll production cycle, including provisional payslip calculations, and ensuring that changes are implemented to underlying employee data as necessary to maintain accuracy of the payroll.
- Performing regular reviews of employee data contributing to payroll calculations (e.g. tax codes, NI categories, pension scheme memberships) to ensure that all data sets will flow through to accurate payroll calculations for all employees.
- To perform the regular daily processes for ensuring that all payroll data for new starters is correctly input into Oracle, for example payment method, bank details, tax code, NI category, pension scheme membership, pay elements, etc.
- To work with the Recruitment Team and Organisation Structure Team to ensure that starters, movers and leavers are correctly actioned for payroll purposes, and that any anomalies affecting the payroll are identified and corrected prior to payroll finalisation.
- Handling less complex overpayment casework, ensuring that overpayment recoveries are in place and that employees receive notifications of the intention to make recoveries, issuing invoices where appropriate for any overpaid employee who subsequently leaves without the full recovery being made.

To perform a wide range of pay record checking and pay calculations for the pay awards as appropriate providing the Senior Payroll Officers extra resource in business-critical timeframes.
- Responding in a timely and accurate manner to incoming payroll enquiries from employees and managers, which will predominantly be through the HR Helpdesk but can also be through other channels, e.g. by phone, in meetings, through email, etc.
- Providing advice and guidance to employees and managers on how to transact in Oracle on anything which impacts the payroll, such as in the submission of expenses and mileage.
- Reviewing claims submitted by employees for overtime, additional hours, sessional and casual claims, etc., to ensure consistency with the job-related duties and to monitor correct authorisation processes and correct payments.

- Calculating annual leave purchase requests and arranging follow-up with the claimant and through payroll.
- Updating master data based on changed circumstances of the employee, such as changes to National Insurance (NI) category, receipt of P45 data for new starters, etc.
- Actioning instructions received from third parties in respect of voluntary deductions, such as pension additional voluntary contributions (AVCs) and additional pension contributions (APCs), union memberships, medical/dental insurance, salary sacrifice schemes for bicycles, and charity deductions.
- Implementing court orders and liaising with the issuing authority as required to ensure that any changes in circumstances of the employee are communicated back to the court where it affects the ability to make the necessary deductions from pay.
- Reviewing and processing requests for season ticket loans and liaising with the HR Business Administration Team to ensure the accurate administration of travel allowance payments.
- Collating Teachers Pensions and London Pension Fund Authority (LPFA / LPP) submissions from relevant external education establishments and making submissions of the data to Teachers Pensions, ensuring that amounts reconcile back to the payment made to RBKC by the employing body.
- Participate in testing of payroll-related updates to software systems, record outcomes of testing, and re-test where appropriate, providing updates and raising any concerns to the Senior Payroll Officer or Payroll Manager as required.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Payroll Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications No formal qualifications are required for this role, however detailed skills and experience are listed below that are essential for the postholder to meet.
C	Skills; Experience and Attitude • An understanding of payroll processes, taking into account statutory and non-statutory requirements, and to provide advice and guidance to employees on how their pay is calculated • A good understanding of the components of an employee's pay and of the range of issues that can impact on an employee's gross and net pay. • Previous experience working with payroll systems and understanding of processes and pay data. • An understanding of pension scheme membership rules and statutory employer pension obligations as they affect payroll production.

	• An understanding of employer obligations regarding payroll outputs for the Local Government Pension Scheme (LGPS) and Teachers Pensions (TP). • An understanding of government guidance and best practice in relation to pay, with an awareness of where to check knowledge such as the government website and an interest in guidance and policy. • Ability to perform complex payroll-related numerical calculations. • Good level of proficiency and accuracy in Excel to support the analysis of payroll information. • Clear written and verbal communication skills to accurately communicate payroll requirements to a wide variety of people, both internally and externally. • Ability to work effectively under pressure and to tight deadlines whilst ensuring the high quality and accuracy of outputs.
	Our Values & Behaviours
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.