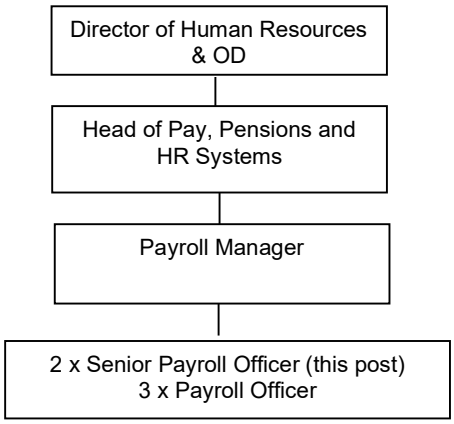
JOB DESCRIPTION

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

Employees directly supervised *(if applicable)*:	None

Family Tree *(job titles only, no employee names)*



1. JOB PURPOSE:

- To plan and manage the day-to-day work of the Payroll Team to ensure that all employees are paid accurately and on time and in accordance with statutory, regulatory and RBKC internal requirements.

- To manage each payroll production cycle from beginning to end, ensuring all inputs are checked and all anomaly reports and other outputs are checked and resolved prior to finalisation according to the production schedules.

- To manage the reconciliation and production of all payroll outputs to internal service areas and external third parties, which includes outputs to the General Ledger, Pensions providers, statutory bodies, courts and voluntary contribution bodies.

- To ensure that all internal processes are followed correctly by the Payroll Team and that any changes to existing processes are devised, reviewed and appropriately consulted upon prior to implementation.

- To work with schools and other connected education establishments in the monthly collection, reconciliation, monitoring and transmission of pension returns for Teachers Pensions and the London Pensions Fund Authority, and to ensure that any employer forms connected to this are completed accurately.

2. DESCRIPTION OF DUTIES:

- To manage the full end-to-end production cycle for all payrolls covering Council employees, the Returning Officer, and pensioners. Ensuring that all controls are operated and that exception/anomaly reports are run for each payroll and corrective action is taken prior to payroll finalisation so that the integrity of the payroll is maintained.

- Ensure that the payrolls and their associated processes and outputs are fully compliant with statutory and regulatory requirements and local RBKC contractual obligations.

- Ensuring that reconciliations are performed for each payroll cycle and that information is sent as appropriate to RBKC Finance Teams to match reconciliations and balancing to the General Ledger outputs, investigating any areas where differences arise and taking corrective action as appropriate.

- Ensure that all outgoing payments to all third parties from each payroll cycle are made accurately and on time, are appropriately reconciled, and that internal records are maintained to reflect this.

- Ensure that all outputs from each payroll cycle (e.g. His Majesty's Revenue & Customs (HMRC), Local Government Pension Scheme (LGPS), Teachers Pensions, Payslips, P45s) are valid and have been checked for accuracy and completeness prior to onward distribution.

- Monitoring day-to-day claims and payments being made to employees to ensure they are being paid in accordance with Council policy and statutory/regulatory requirements, devising procedures with the Payroll Manager that enable regular review of all such payments, and taking pre-emptive action to prevent incorrect payments, ensuring that any follow-up action is taken with relevant managers to maintain compliance.

- Identify potential software flaws or anomalies which affect the integrity of the payrolls or any aspect of its production or the manner in which users interact with it from a payroll perspective, and to raise any concerns through the Payroll Manager to the local HR System Administration Team.

- Ensure the underlying employee data has integrity to support payroll-related activities such as increment progression, pension auto enrolment/re-enrolment, reduced pay for absences, calculation of actual pensionable pay and whole-time pensionable pay, etc.

- Devise procedures, forms, training notes, etc., to support the work of the Payroll Team and to ensure that clear, accurate and user-friendly documentation is in place relating to payroll functions.

- Advise the Payroll Manager of situations where new or changed pay elements, pension schemes or absence schemes may be required, or changes in practice may be needed to meet new regulatory requirements, e.g. changes to NI rules, taxation, etc.

- Run all tax year-end processes and processes relating to the new tax year and ensure that all necessary actions are taken and outputs produced, e.g. tax code uplifts, P60, HMRC year-end submissions, etc.

- Manage the checking process for pay award implementation, including all retrospective changes, to ensure that pay arrears are correctly calculated and correctly allocated to the relevant General Ledger codes.

- Oversee and monitor the management of overpayments, ensuring appropriate controls are operated to limit their occurrence and that recovery arrangements are made for all overpayments including those where employees subsequently leave the Council's employment.

- Ensure that controls are operated to minimise underpayments by ensuring that pay calculations are accurate according to each employee's contractual entitlements.

- To manage the handling of all incoming and outgoing payroll-related helpdesk enquiries, monitoring progress and tracking resolution rates, and ensuring that responses are timely and in accordance with establishment policy and procedures.

- Manage the testing of payroll-related Oracle system software changes, quarterly updates, emergency patch releases, and work with the local Oracle system leads in HR to ensure that all supporting documentation and training guides are kept up-to-date.

- Produce any changes to in-system knowledge articles and frequently asked questions (FAQs) relating to payroll.

- Manage the processes for the employer role in the collection, submission and reconciliation of all incoming data relating to Teachers Pensions (TP) and the London Pension Fund Authority (LPFA), and ensure that monthly and year-end submissions are made in accordance with the policy of each pension scheme.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Senior Payroll Officer

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 essential for this post, however detailed skills, experience and knowledge are listed below that would be required from all postholders to fulfil the duties of the post.
C	**Skills; Experience and Attitude** • Detailed knowledge and experience of payroll operations, and the ability to provide advice and guidance on it to a wide variety of people. • An understanding of the legal, regulatory and employer-specific obligations of employers in the management of a local authority payroll service and ability to ensure this is reflected in processes and operational delivery. • Understanding of the underlying payroll information technologies and the interdependencies between HR data and the payroll outputs. • Strong analytical skills covering numerical and non-numerical information from a wide variety of sources, with the ability to interpret data in support of the delivery of the payroll service. • High level of proficiency and accuracy in Excel to support the analysis of payroll information. • Strong written and verbal communication skills to accurately communicate complex payroll requirements to a wide variety of people, both internally and externally. Being mindful of technical language and using appropriate terminology based on the audience. • Ability to work effectively under pressure whilst ensuring the high quality and accuracy of outputs.

	• Experience of mentoring and training staff to deliver high quality outputs to strict deadlines, ensuring that team members are motivated and that their skills are maintained and developed according to the needs of the service.
	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.