# ROLE PROFILE

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| **Job Title:** | Payroll Administrator | | **Reporting to:** | Payroll & HR Transactions Manager |
| **Directorate:**  **Team:** | Deputy Chief Executive’s team  People Team | | **Location:** | Any location across the business |
| **Purpose of the role:** | | | | |
| To deliver a quality, customer focused payroll administration advice and guidance service, maximising the ability to resolve issues raised at the first contact. | | | | |
| **Key accountabilities and job content:** | | | | |
| * Fulfil the requirements as set out within the Tier 6 profile * Monitoring, reviewing and responding to a busy shared inbox working to SLAs * Processing payroll to colleagues, board members and external agencies, including month and year end support, ensuring compliance with UK applicable laws, regulations and company policies. * Ensure the correct calculation and regular monitoring of all payroll payments and deductions on colleague payslips, guaranteeing all transactional changes are processed accurately with high attention to detail and prioritising workloads to meet strict deadlines. * Provide advice and guidance on all payroll related queries, in line with current legislation and internal policies. * Support the development and implementation of streamlined processes and increase the use of self-service tools to improve the customer offer and service delivery. * Collect, collate and maintain information and records and in line with data protection principles | | | | |
| **Qualifications:** | | | | |
| Minimum of A-C Grade GCSE in Maths and English or equivalent | | | | |
| **Knowledge, skills and experience:** | | | | |
| * Ability to deliver a customer focussed Payroll HR service within a high volume, pressured environment, always considering the ‘bigger picture’ and showing understanding for the impact of actions on processes/teams/customers etc. * Previous demonstratable Payroll administration experience, in particular the ability to perform calculations of net pay and deductions in line with current legislation * Experience of analysing and challenging data where appropriate to satisfy all internal policies and legislation requirements. * Can demonstrate logical thinking and problem solving with a proven ability to provide advice and guidance on Payroll related queries. * Experience in the effective use of payroll, HR or similar systems as well as other IT and media as appropriate * Ability to handle a difficult conversation/ customer appropriately. Challenging/validating information whilst managing customers’ expectations and providing a good quality service. * Ability to always maintain confidentiality, especially when dealing with sensitive information. | | | | |
| **Role requirements and demands:** | | | | |
| **Solving problems:** | | Day to day, localised problem solving that includes the consideration of a number of issues and requires the analysis of information or situations. | | |
| **Making decisions:** | | Low level / day to day decision making based upon own workload and objectives. | | |
| **Communicating:** | | Communicates on routine matters where some interpretation of the subject matter is required. | | |
| **Financial responsibility:** | | Responsible for approving purchase orders to the value of £500. | | |
| **People management responsibility:** | | No | | |

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| *For Reward Team use only* | |
| Version 1 |  |