

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 04026
Service Area: Payroll (Payroll, Pensions, People Administration)	Grade: G4
Job Title: Payroll Officer Level 2	
PURPOSE OF JOB: To assist in the provision of a comprehensive payroll service to employees on monthly payrolls as part of the Payroll, Pensions and People Administration Department. To provide an accurate, effective, economic transactional processing service updating and maintaining Payroll records and data, ensuring all data and information is processed in accordance with all relevant terms and conditions, council policies and statutory regulations. To ensure all data maintains financial integrity and reliability, and reporting obligations are compliant. To ensure that, monthly, quarterly and annual specific timetables and deadlines are met. To deliver a high quality, customer focused service to meet the requirements of all stakeholders, ensuring the delivery of a responsive service by reacting to and meeting a range of fluctuating pressures and daily demands. To act as first point of contact for staff payroll queries and support all Lincolnshire County Council staff and management on all payroll matters.	

TEAM STRUCTURE:**MAIN DUTIES:**

To process payroll transactions on a daily basis in accordance with statutory requirements and agreed service levels.

Specific duties and responsibilities include:

1. To process payroll data according to BW best practice instructions and internal Standard Operating Procedures including but not limited to variable deductions and payments, new starters, contractual changes and leavers, absences, Salary Sacrifice Schemes, additional hours, mileage and overtime claims to meet all deadlines and issue monthly payslips.
2. To apply and reconcile voluntary and statutory deductions including but not limited to the import of electronic data for income tax, national insurance, pensions, SSP, SMP, SAP, SPP, ShPP, Student Loan repayments, childcare vouchers, attachment of earnings and other salary sacrifice deductions, ensuring compliance with guidance and legislations.
3. To complete all data input on the payroll system with regard to the payroll function to ensure that system integrity and security is maintained.
4. To monitor and update, including completing manual calculations where appropriate to absence, maintaining entitlements and applying occupational and /or statutory pay provisions to ensure payments during absence are adjusted as appropriate.
5. To determine and apply temporary/permanent contractual and personal amendments to pay records as appropriate both manually and through the importing of electronic data for all local and national pay rates and conditions of service in respect of all employees.
6. To verify and reconcile of payroll entries by completing monthly checking through a suite of reports to monitor data integrity and accuracy.
7. To validate, calculate and process advance payments, and ensure the recovery is made through the payroll process.
8. To process complex manual calculations following internal SOP's as required.

9. Support the Team Leader on the prioritising and allocating of Team tasks and duties.
10. To identify and calculate all gross and net overpayments, and deal with these to resolution of recovery in accordance with the council's overpayment policy.
11. To deliver internal training and advice to all colleagues within the Payroll Team in areas such as application of statutory legislation, conditions of service, application of payroll processes and BW procedures.
12. To assist the Team Leader with start of year / end of year processes to ensure all statutory requirements and terms and conditions are met and that all queries are resolved.
13. To complete and transmit the monthly and any supplementary payrolls through to the BACS bureau to meet the pre-determined deadlines.
14. To be the complex queries escalation path, responsible for first point of initial contact for support and query resolution prior to escalating to Payroll Team Leader.
15. To assist the Payroll Team Leader in the testing of the BW system.
16. To assist in the completion of PPPA Process & Procedure Matrix and documentation, ensuring that the end-to-end procedure is accurate, the documentation is correctly formatted and reviewed in accordance with the annual review date.
17. To perform at a senior level in relation to provide and communicate detailed information on all payroll aspects as and when required, providing informative advice and guidance to all stakeholders.
18. The prompt reporting of BW System faults and the monitoring of those tickets with the LCC BW Team.
19. To provide on-going contributions and make recommendations to management for improvements and developments in the payroll systems and procedures.
20. To support the Payroll Team Leader by ensuring that any new procedures or policies are implemented within the team.
21. Record data for reporting on the KPIs and internal service measures relating to payroll.
22. To process any documentation, correspondence and complex enquiries received from external bodies and employees are completed accurately, forwarded promptly ensuring deadlines are met and are handled in a polite friendly, sensitive and professionally way.
23. To maintain and update a current payroll knowledge, keeping abreast of any new developments of payroll terms and conditions, statutory regulations and ensure information is consistent with their provisions.
24. To comply with all payroll procedures to ensure that robust systems remain in place and pro-actively identifying and changing service delivery to ensure continuously improved customer service.
25. To ensure that data protection is applied to all employee records and exercising absolute integrity in respect of confidential matters and ensure that any specified procedures for ensuring the security and confidentiality of information is always followed and maintained.
26. To provide cover and support to the Payroll Team Leader and for the wider team as required, catering for fluctuating workloads and absences, including contributing to cover in accordance with the needs of the service.
27. To act as an effective team member by sharing knowledge, providing support and assisting other team members.
28. To complete Staff Development Reviews and Personal Development Plans.
29. To develop skills and competencies of self through training and development activities, ensuring that progress is maintained, and future needs identified and actioned.
30. Maintain own compliance with the councils mandatory and statutory training requirements.

31. To undertake other duties as deemed appropriate by the Head of Service, Payroll Manager or Payroll Team Leader to always ensure business continuity of the Payroll Service.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to GCSE level with a minimum of 4 passes at grade 5 or above (or equivalent) or NVQ Level 3 or equivalent.	A	✓	
Relevant professional qualification	A		✓
Proficient in using Microsoft Windows and Office software	A	✓	
4 years' experience of working in a Payroll role/team	A	✓	
Experience of working in a busy Payroll role/team	A	✓	
Experience of working in a Local Government Payroll role/team	A	✓	
Understanding of Payroll legislation and processes	A/I	✓	
Detailed understanding of Local Government Payroll and Pension legislation and processes	A/I	✓	
Detailed knowledge of local government, Fire and teacher's pay and conditions	A/I	✓	
Experience of data manipulation in excel and/or management reporting from a database	A/I		✓
Understanding of the principles of the Data Protection and Freedom of Information Acts	I	✓	
Aptitude for working with figures to a high degree of accuracy. with attention to detail, particularly when working to tight deadlines	I	✓	
Good organisational and prioritising skills, demonstrating the ability to adapt to changing needs and responding flexibly.	I	✓	
Effective customer care Skills	A/I	✓	
Ability to communicate effectively with a wide and diverse range of customers, be customer focused recognizing the need for empathy with an understanding of customer needs and expectations	A/I	✓	
Good written and verbal communication skills with the ability to produce quality, accurate and timely documents, reports and communications	A/I	✓	
Ability to work on own initiative and work under pressure to meet deadlines and performance targets	A/I	✓	
An effective team player who contributes positively to the team's success, supporting colleagues, builds relationships and sharing workloads.	A/I	✓	
Good numerical and analytical skills including calculations	A/I	✓	

Ability to understand and interpret legislation and guidance supporting colleagues	I	✓	
Understand the need for a high standard of integrity, professionalism and confidentiality	I	✓	
Demonstrable experience of working as an effective and positive contributor to a team	A/I	✓	
Ability to work flexibly to challenging deadlines in a performance driven office	A/I	✓	
Ability to analyse and solve problems and is solutions focused.	A/I	✓	
Willingness to learn and commitment to Continuous Development	A/I	✓	
*A = Application form T = Test/Assessment I = Interview			

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Details:

Job Title	Payroll Officer Level 2
Identifier	04026
Director Area	Resources
Service Area	Human Resources
Section	Payroll, Pensions & People Administration Services
Score	318
Grade	Grade 4