


JOB DESCRIPTION

JOB ELEMENT	DETAIL
SECTION 1 - JOB DETAILS	Job Title: Workforce Payroll Supervisor Responsible to: Workforce Payroll Operations Manager Department: Workforce Management Location/Base: Worcester JD code: scjd09 (<i>for office use only</i>)
SECTION 2 - JOB SUMMARY	<p>Working within a set of key performance indicators, the role requires the supervision of a team of payroll administrators responsible for the accurate preparation and timely production of weekly outsourced payrolls for clients in accordance with both statutory and company rules and in a way, that positively impacts client effectiveness, efficiency and confidence.</p> <p>To coach and develop payroll administrators on <i>STAFFflow</i>, <i>TempRE</i>, <i>Tempaid</i>, running weekly outsourced payrolls, calculating tax, National Insurance (NI) and student loans etc. for performance improvement.</p> <p>Create a team environment oriented to trust, open communication, creative thinking, and a cohesive team effort aligned to Liaison’s vision and core values of; hard work, care, honesty and intelligence.</p>
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p style="text-align: center;">Structure Chart</p>  <pre> graph TD A[Service Centre Director] --> B[Workforce Payroll Operations Manager] B --> C[Workforce Payroll Supervisor] C --> D[Workforce Payroll Administrator] C --> E[Workforce Payroll Administrator] C --> F[Workforce Payroll Administrator] </pre>

SECTION 4 - KNOWLEDGE, TRAINING, EXPERIENCE AND SKILLS REQUIRED	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum five GCSEs /O level equivalent (grade C or above), including Maths and English. 	
	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> A minimum of four years' experience in running payrolls. Confident in the use of the Microsoft Office suite, particularly Outlook and Excel. Working pensions knowledge Sound administration knowledge of finance and accounting within a multifunctional environment 	<ul style="list-style-type: none"> A minimum of two experience years in a supervisory role Good coaching skills
	SPECIFIC SKILLS	<ul style="list-style-type: none"> Excellent customer service skills Relationship building Planning and organising Time management and prioritisation Results orientated Driving for accuracy and quality Detail handling Excellent communication skills- with a focus on delivering world class customer service Active listening Persuasiveness and influencing Strong team player Ability to produce consistently accurate and high quality work. Excellent reporting skills Ability to multi-task Deal with sensitive and personal information Ability to maintain a calm and professional attitude at all times Excellent numerical skills/data analysis/reporting The ability to motivate others 	
SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST	<ul style="list-style-type: none"> Lead, supervise and co-ordinate the day-to-day workload of the team, prioritising high workloads, ensuring tasks are completed accurately and on time Produce and supervise the production of Personal Service Company (PSC) Self Bill invoices Supervise the production of P45, P46, P11, P60s and pensions details Ensure Real Time Information (RTI) submissions across the team are accurate and timely Ensure reconciliations across the team are completed accurately and on time. Ensure key performance indicators (KPIs) and service level agreements (SLAs) are achieved Ensure Customs and Her Majesty's Revenue and Customs (HMRC) reports are produced accurately and on time Work closely with colleagues and the Payroll team to ensure accuracy, timeliness and consistency of service provision Identify training and development needs, ensuring that appropriate training/support is 		

	<p>given to ensure that team members have the necessary skills to carry the work to the required standards.</p> <ul style="list-style-type: none"> • Preparation of development plans to meet individual and team needs • Meet with each team member monthly to discuss their performance against the agreed criteria recorded within the Performance Priorities Plan Encourage team creativity and involvement in continual improvement • Facilitate problem solving and collaboration and act as a point of escalation • Promote and encourage a positive and world class approach to work aligned to service expectations • Lead by setting a good example (role model) – behaviour must be consistent with Liaison’s core values • Maintaining confidentiality at all times
<p>SECTION 6 - KEY PERFORMANCE INDICATORS</p>	<ul style="list-style-type: none"> • Customer satisfaction • Customer complaints • Team performance and management • Resource management • Accuracy of work • Delivering service within KPIs and SLAs • Enquiries and transactions processed and recorded in appropriate systems • Throughput of work/productivity • Contribution to continuous improvement, team goals and objectives
<p>SECTION 7 - WORKING CONDITIONS</p>	<ul style="list-style-type: none"> • Undertake training and development deemed necessary for the pursuance of the post. • Ensure that Health & Safety is observed in the course of employment • Comply with the contract of employment and company policies and procedures. • Comply with any reasonable requests which may be communicated by the company from time to time <p>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>