

## Job title

# Workforce Payroll Administrator

## Job summary

**Responsible to**

Workforce Payroll Supervisor

**Department**

Workforce Management

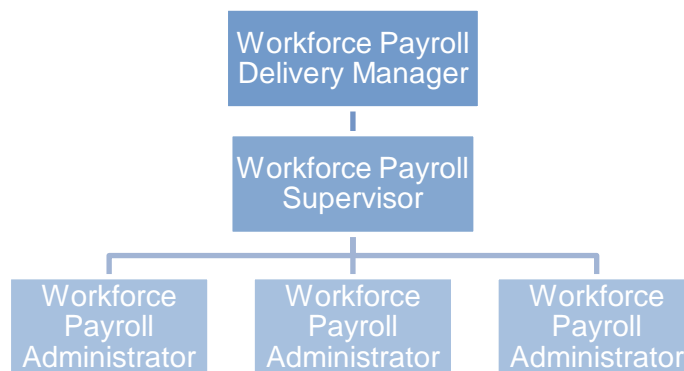
**Location/base**

Worcester

**JD code (for office use only)**

Scjd15

## Organisational chart / accountability



## Main duties and responsibility of the post

Working within a set of key performance indicators (KPIs) the post holder prepares and runs high quality and timely outsourced weekly payrolls for clients in accordance with both statutory and business rules.

Accurately resolves payroll related queries and cases, producing custom reports, management information and HMRC reporting whilst working closely as part of a strong and effective payroll team.

- Working to achieve defined KPIs, prepare and run high quality and timely outsourced weekly payrolls for clients in accordance with both statutory and business rules
- Coach clients, users and colleagues on the requirements to successfully enable weekly outsourced payrolls to run on time
- Accurate and timely provision of HMRC reporting and management information
- Accurate processing of Personal Service Company (PSC) self-bill invoices
- Accurate calculation of income tax, NI, student loans etc
- Administer P45, P46, P11, P60's and pensions
- Undertake Real Time Information (RTI) submissions
- Accurate completion of reconciliations
- Timely and effective handling of payroll query and case resolutions
- Prioritise a high workload, ensuring additional tasks, are prioritised and completed accurately and on time
- Ensure new starter records are maintained to reflect accurate information at all times and candidate's timesheets are chased accordingly
- Ensure internal and external KPIs and service level agreements (SLAs) are met
- Where required, support and train fellow team members

## Knowledge, training, experience and skills required

### Criteria required

#### *Essential*

- Demonstrable understanding and experience of running payrolls
- Confident in the use of Microsoft Office suite particularly Outlook and Excel
- Strong knowledge of working pensions
- Sound payroll and administration knowledge within a multifunctional environment where applicable

#### *Desirable*

- Experience working in a busy payroll environment
- Good coaching skills

### Specific skills

#### *Essential*

- Excellent customer service and relationship building skills
- Planning and organising
- Attention to detail, accuracy and quality
- Excellent communication skills, both written and verbal
- Persuasiveness and influencing
- Deal with sensitive and personal information
- Ability to maintain a calm and mature attitude at all times
- Excellent numerical skills/data analysis/reporting

### Qualification & training

#### *Essential*

- Minimum five GCSEs/O level equivalent (grade C or above) including Maths and English

### Requirements due to working environment

N/A

### Motivation

#### *Essential*

- Strong team player
- Results orientated

## Key performance indicators

- Customer satisfaction
- Accuracy of work
- Enquiries and transactions processed and recorded in appropriate systems
- Throughput of work/productivity.
- Contribution to team goals and objectives
- Regularly review processes to drive continual improvement

## Other duties

In addition, the postholder will be expected to:

- 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

This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.