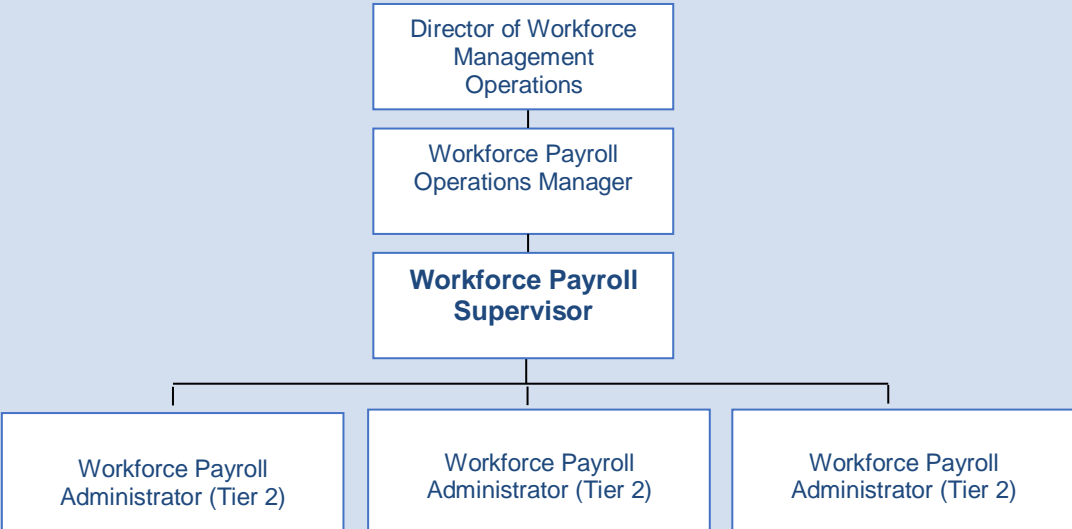


JOB DESCRIPTION

JOB ELEMENT	DETAIL
SECTION 1 - JOB DETAILS	<p>Job Title: Workforce Payroll Supervisor (9-12 month maternity cover)</p> <p>Responsible to: Workforce Payroll Operations Manager</p> <p>Department: Workforce Management</p> <p>Location/Base: Worcester</p> <p>JD code: scjd09</p>
SECTION 2 - JOB SUMMARY	<p>Within a set of key performance indicators supervise the performance 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 clients effectiveness, efficiency and confidence.</p> <p>Coach and develop payroll administrators on <i>STAFFflow</i>, <i>TempRE</i>, <i>TempAID</i>, running weekly outsourced payrolls, calculating tax, 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, being caring, honesty and intelligence'.</p>
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p style="text-align: center;">Structure Chart</p>  <pre> graph TD A[Director of Workforce Management Operations] --> B[Workforce Payroll Operations Manager] B --> C[Workforce Payroll Supervisor] C --> D[Workforce Payroll Administrator Tier 2] C --> E[Workforce Payroll Administrator Tier 2] C --> F[Workforce Payroll Administrator Tier 2] </pre>

SECTION 4 - KNOWLEDGE, TRAINING, EXPERIENCE AND SKILLS REQUIRED	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum 5 GCSE's /O level equivalent (grade c and above), - including Maths and English. 	
	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Demonstrable experience in running payrolls. Confident in the use of Microsoft Office suite- particularly Outlook and Excel. Sound administration knowledge within a multifunctional environment where applicable. Working pensions knowledge. Sound knowledge of finance/accounting. 	<ul style="list-style-type: none"> Experience in a supervisory role, minimum 2 years. Good coaching skills.
	SPECIFIC SKILLS	<ul style="list-style-type: none"> Excellent customer service skills. Building relationships. Planning and organising. Time management and prioritisation. Results orientated. Driving for accuracy and quality. Detail handling. Excellent communication skills- with a focus on 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 mature attitude at all times. Excellent numerical skills/data analysis/reporting. The ability to motivate through energetic, positive and winning attitudes. Ability to maintain a professional manner at all times. 	
	REQUIREMENTS DUE TO WORKING ENVIRONMENT	<ul style="list-style-type: none"> Ability to travel twice a year to different locations for Company Day meetings. 	

<p>SECTION 5 -</p> <p>MAIN DUTIES & RESPONSIBILITIES OF THE POST</p>	<ul style="list-style-type: none"> • When required, able to provide managerial cover in the Payroll Operations Manager's absence. • 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 PSC Self Bill invoices. • Supervise the production of P45, P46, P11, P60s and pensions details. • Ensure RTI submissions across the team are accurate and timely. • Ensure reconciliations across the team are completed accurately and on time. • Ensure key performance indicators (KPI's) and service level agreements (SLA's) are achieved. • Ensure new starter records are maintained to reflect accurate information at all time and candidates' timesheets are chased accordingly. • Ensure across the team custom and 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 given in order to ensure that team members have the necessary skills to carry the work to the required standards. Preparation of development plans to meet individual and team needs. • Meet with each team member on a monthly basis to discuss their performance against the agreed criteria recorded within the Performance Priorities Plan for the role and agree an action plan for the following month. The criteria should include complaints and incidents, KPI performance, error levels, productivity, work volumes, client feedback and identified tasks, which require coaching assistance and plans. • Encourage throughout the 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. • Strive for team consensus and maintain healthy team dynamics. • Recognise and celebrate team and team member accomplishments and exceptional performance. • Ensure all new entrants experience a consistent well organised (local) induction programme. • Lead by setting a good example (role model) – behaviour consistent with words and Liaison core values. • Maintaining confidentiality at all times.
<p>SECTION 6 -</p> <p>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 KPI's and SLA's • Enquiries and transactions processed and recorded in appropriate systems • Throughput of work/productivity • Contribution to continuous improvement, team goals and objectives
<p>SECTION 7 -</p> <p>WORKING CONDITIONS</p>	<ul style="list-style-type: none"> • Light or occasionally moderate physical work such as carrying equipment for team meetings may be required. • 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>