

Current Vacancy

Payroll Supervisor

Job location

Worcester

Job type

Permanent

About Liaison

Liaison saves the public sector real money in the key areas of finance and workforce management. We're passionate about what we do because we help lots of organisations to improve the way they spend their money – notably the NHS. Founded 30 years ago, we've come a long way since then. Today the company boasts a workforce of more than 250 people with a headquarters located in the historic city of Worcester, along with many remote workers across the length and breadth of the UK.

The team

You will be based within a close-knit Payroll team of around 20 people. The Payroll team is based in a busy, open-plan office within a service centre. You will therefore benefit from a strong team-orientated environment with a high workload.

There is open communication between each team in the service centre. Everyone gets on well, with regular treats brought in from various team members for the whole office.

Main responsibilities

As the Payroll Supervisor you will be supervising the team who accurately resolve 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 within a set of key performance indicators (KPIs) the team prepares and runs high quality and timely outsourced weekly payrolls for clients in accordance with both statutory and business rules. It is therefore your responsibility to regularly check the payroll and step in for more technical queries when required.

You will communicate frequently with other departments, including the customer service team and Quality Assurance. The position is also particularly customer focused, where you will deal with queries and cases from either our clients themselves, or their workers.

Experience/qualifications needed

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

- Supervisory experience
- 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

Motivation

Essential

- Strong team player
- Results orientated

Benefits of working for Liaison

Liaison believes that working life should be a happy and healthy one.

We offer all staff a wide variety of company benefits as well as the opportunity to get involved in a range of company organised events; from regular physical challenges all the way to bi-annual staff away days and social events - plus others too.

Our wide range of staff benefits aim to have an impact on both home and working life for all staff, while at Liaison.

We offer:

- 23 days holiday initially, which increases year on year up to 28 days
- Private Healthcare for you and friends and family
- Childcare vouchers • Company days/social events
- Pension
- Life Assurance 4 x salary

Liaison promote progression and development, where it is common for people after a period of time to move between roles to strengthen their skills and experience. People are also promoted from within when recognised for their hard-work and relevant skills.

If you would like to be part of Liaison, please send your CV and a covering letter to

jobs@liaisons.com

where your application will be reviewed within 7 days.