

# Role Title – Payroll Administrator (Reward and Wellbeing)

- **Purpose:** Our payroll administrator’s primary responsibility will be administering our 4 weekly payroll cycle, focusing on accuracy and efficiency in line with our internal processes and external legislation. This role will also be the first line support, providing guidance and support to our colleagues and managers. The payroll team plays a critical part in delivering a colleague experience aligned to our cultural framework –we are the difference makers. Our Payroll administrator will be someone who has a colleague focused mindset and finds enjoyment when being able to think on their feet, positively respond to challenges, look for improvement opportunities and work using their own initiative.
- **Reporting To:** Payroll and People Process Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality
- **Essential skills and experience:** Practical Payroll experience, Micro soft skills in particular Excel, Supporting in a front-line environment both verbally and in writing, Work under own initiative
- **Qualifications:** GCSE grades A-C in English and Maths

We make a *difference* to Members & customers

We’re *better* every day

<div><div>✓ Area of responsibility:</div><div><div>✓ Regular communication with key internal and external customers on issues impacting the payroll function and our customers</div><div>✓ Delivery of all services within service levels agreed with the business</div><div>✓ Maintain customer service to help ensure the payroll has an excellent reputation internally and externally.</div></div></div>	<div><div>✓ Measures of Success:</div><div><div>✓ Good relationship with Customers</div><div>✓ Good Customer Service Levels</div><div>✓ Positive interval and external feedback</div></div></div>	<div><div>✓ Area of responsibility:</div><div><div>✓ Ensure that all enquiries are resolved within SLA</div><div>✓ Own the creation of colleague communications for payroll processing activity (including Statutory Leave, Leavers etc).</div><div>✓ Maintain Standard Operating documents</div></div></div>	<div><div>✓ Measures of Success:</div><div><div>✓ Maintenance and processing of accurate information</div><div>✓ Accuracy</div><div>✓ Aware of changing legislation and the impact to our function</div></div></div>
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We're a *caring* community

We work together with *purpose*

### ✓ Area of responsibility:

- ✓ Treating customers & colleagues with respect
- ✓ Foster an inclusive culture where everyone feels welcome
- ✓ Build connections in your local community by utilising the volunteer days in the policy

### ✓ Measures of Success:

- ✓ Inclusion Targets
- ✓ Community and volunteering

### ✓ Area of responsibility:

- ✓ Process end to end payroll for colleagues, ensuring accurate and timely payments
- ✓ Maintain and update employee records, including changes to pay, tax codes and deductions.
- ✓ Proactively maintain your learning
- ✓ Support colleague onboarding, internal colleague transfers and leaver processing
- ✓ Calculate and process statutory payments such as SSP, SMP, and SPP, ensuring compliance with payroll legislation with internal policies
- ✓ Process payments, deductions and instructions from third parties, including DWP, HMRC and Court Orders
- ✓ Assist in reconciling payroll reports, manual calculations, resolving exception reporting and discrepancies.
- ✓ Review exception reporting to ensure resolution ahead of processing, including Our Time
- ✓ Respond to payroll related queries from colleague and managers, in line with our difference maker behaviours
- ✓ Support the team with payroll reporting, compliance tasks and updating our standard operating procedure processes as required
- ✓ Support with ad hoc payroll processes including TUPE, closures and transfers.
- ✓ Support with the completion of Statutory returns

### ✓ Measures of Success:

- ✓ The delivery of our annual Reward, Wellbeing and Payroll plan
- ✓ Team feedback through support
- ✓ Proactive contribution to the wider People Team.
- ✓ KPSs, SLA & personal objectives
- ✓ No major audit weaknesses