

# Payroll Support Advisor

Role Levelling

P1

## Purpose

Our payroll support primary responsibility will be focused on leading payroll projects and system improvements while liaising with teams across the Society to deliver this. This role will support our Payroll administrators in the running of 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 escalation point for complex queries, providing solutions in line with our policies and legislative requirements.

The payroll team plays a critical part in delivering a colleague experience aligned to our cultural framework – we are the difference makers. Our Payroll support will be able to deliver solutions and new projects while having a colleague focused mindset in how we deliver these. They will be able to think on their feet, support team in responding to escalated queries using their own initiative and lead with our difference maker behaviours.

## Key Relationships

- People Team
- Reward Team
- Colleagues & Managers
- Payroll, Finance & Data Teams
- Internal & External Stakeholders
- External Providers
- External Networks

## Key Accountabilities

- Process end-to-end payroll for colleagues, ensuring accurate and timely payments.
- Review and validate payroll data, including, benefits, deductions, taxes, and adjustments. Supporting with complex queries and calculations.
- Support the Reward team in the delivery of our annual benefit windows and renewals.
- Implement changes to processes and data, including system changes, pay reviews, benefit changes and legislation updates.
- Own the preparation and completion of annual legislative processes such as P11d and PSA.
- Own the processing of our Long Service & Retirement policies, share incentive plan annual returns, Company car / allowance changes and Pension administration.
- Identify system improvements, updates and developments, coordinate the implementation of these within the team and other internal teams.
- Raise calls and liaise with third parties to resolve system issues/development requirements.
- Own our data conversion routines to bring about process improvements.
- Oversee communication templates for the payroll team, including payslip messages, benefit changes, forms and policies.
- Lead on internal and external audit activity and data as required.
- Identify process and system improvements, aligning to our difference maker culture.
- Support with ad hoc payroll processes including TUPE, closures and transfers.

## Measures of Success

- The delivery of our annual Reward, Wellbeing & Payroll plan.
- Maintenance and processing of accurate Information.
- Successful system changes and upgrades providing effective solutions.
- Team feedback through support.
- Engaged Stakeholders.
- Proactive contribution to the wider People team.
- Innovative changes to improve our colleague experience.

## Experience/ Qualifications Required

### Essential

- Previous Payroll and system experience – ideally iTrent
- great problem solver who has a strong attention to detail and a passion for process improvements.
- Resilient to meet tight deadlines and work under pressure.
- Strong Microsoft skills

### Desirable

- Pension administration
- Salary Sacrifice arrangements
- CIPP or equivalent