



## Job Description

<b>Job Title:</b>	Payroll Team Leader
<b>Salary:</b>	£25,000 per annum
<b>Hours:</b>	35 hours per week
<b>Reporting to:</b>	Service Manager

### Background

Your Payroll offers a reliable and cost-effective outsourced payroll solution specialising in the public sector and SME marketplaces. With around 900 satisfied clients, chiefly based on Merseyside, we plan to build on our excellent reputation and expand our client base and market share in all sectors.

Your Payroll has a unique selling proposition, which differentiates it from other payroll service providers. This is its relationship with its parent charity, Knowsley Disability Concern, whereby Your Payroll gifts all of its profits to further the charity's aims and help improve the lives of disabled people, thereby delivering great social value, not only for the organisation but also for its customers.

### Job Purpose:

To ensure that Your Payroll clients receive an efficient, professional and high quality, customer-focused service, tailored to their requirements and meeting all statutory obligations.

### Key Responsibilities

- Accountability for the delivery of a comprehensive payroll bureau service for multiple companies, comprising 900+ individual employers of personal care assistants and 20+ business/charitable organisations
- Ensure that high standards of payroll compliance, operating procedures, quality, and customer-service are met
- Management of a small staff team

**Location:** Knowsley Disability Concern, 263a Tarbock Road, Huyton, L36 0SD.

### Duties:

Preparation of monthly payrolls for business clients and four-weekly payrolls for individual employers

Organising workflows and updating/maintaining operational procedures and guidance

Supervision of the performance of the payroll staff team

Dealing directly with new business clients to ensure the smooth execution of set-up procedures and ongoing service delivery

Developing and implementing improvements in operational systems and processes

Resolving queries and complaints

Maintaining records and producing performance reports for the service including qualitative and statistical information

### **Key Working Relationships:**

Your Payroll staff team of payroll administrators and finance assistant; KDC staff team, particularly direct payments officers and managed accounts administrators; CEO, clients and client representatives, social care management teams.

### **Organisational Requirements:**

#### **Equality & Diversity**

It is the responsibility of all employees to support KDC's positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

#### **Safeguarding Children and Vulnerable Adults**

As a subsidiary of Knowsley Disability Concern, Your Payroll is committed to safeguarding vulnerable adults, children and young people. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a vulnerable adult, child or young person and will support you in this process by providing training, support and advice.

#### **Records Management and Quality**

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within Your Payroll and they remain the property of Your Payroll. This includes client, financial, personal and administrative records, whether paper based or on computer. All staff have a responsibility to ensure information quality standards and the provisions of GDPR are achieved.

#### **Information Security**

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to clients and members of staff, whether held in manual or electronic format, is kept secure at all times.

#### **Personal Development Review**

Your Payroll is committed to providing a high quality service through the effective management and development of its employees, including meeting skills and training needs. The Personal Development Review process ensures that Your Payroll is able to achieve its key aims and objectives, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the process and comply with the Policy.

#### **Training and development**

Your Payroll will assess the training requirements for all new staff prior to commencement and aims to ensure that all mandatory training is completed within the first three months of staff starting. Refresher training must also be undertaken on a regular basis and in accordance with policy.

### **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

### **Data Protection**

As your employer, Your Payroll needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with Your Payroll. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 2018. The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. HMRC).

## Payroll Team Leader Person Specification

Essential Requirements are:	Desirable Requirements are:
<b>Experience</b>	<b>Experience</b>
<ul style="list-style-type: none"> <li>• Proven experience operating high volume payrolls *</li> <li>• Proven experience working as an efficient and comprehensive Payroll Team Leader *</li> <li>• Proven experience using computerised payroll software packages *</li> <li>• Proven experience in managing, developing and motivating a team *</li> <li>• Proven experience of dealing with HMRC *</li> <li>• Proven experience of auto-enrolment pensions processing and administration *</li> <li>• Proven experience working in a fast paced and busy payroll position</li> <li>• Proven experience of payroll bureau practice</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using FMP Payrite software</li> <li>• Sales and/or customer service experience</li> <li>• Experience of providing services to employers with disabilities</li> </ul>
<b>Skills</b>	<b>Skills</b>
<ul style="list-style-type: none"> <li>• Excellent communication and leadership skills *</li> <li>• Excellent numeracy and literacy skills. *</li> <li>• Excellent timekeeping and an ability to meet strict deadlines. *</li> <li>• Organised, logical and methodical approach.</li> <li>• Flexibility</li> <li>• Accuracy and a keen eye for detail</li> <li>• Discretion</li> </ul>	<ul style="list-style-type: none"> <li>• Positive and motivational working mentality</li> <li>• Coaching skills</li> </ul>
<b>Ability</b>	<b>Ability</b>
<ul style="list-style-type: none"> <li>• A proven ability to mentor and motivate a Payroll team *</li> <li>• Ability to liaise with stakeholders and manage expectations *</li> <li>• Ability to articulate complicated information to non-Payroll experts. *</li> <li>• Ability to use own initiative.</li> <li>• Ability to work well within a team</li> <li>• Ability to remain calm under pressure *</li> </ul>	
<b>Knowledge</b>	<b>Knowledge</b>
<ul style="list-style-type: none"> <li>• Up to date knowledge of payroll legislation and PAYE *</li> </ul>	<ul style="list-style-type: none"> <li>• Familiar with Employment Law as it applies</li> </ul>

## Payroll Team Leader Person Specification

Essential Requirements are:	Desirable Requirements are:
<ul style="list-style-type: none"> <li>• Familiarity with salary sacrifice schemes</li> <li>• Understanding of ongoing legislative changes which affect payroll *</li> <li>• Understanding of the Data Protection Act and secure communication</li> </ul>	<p style="text-align: center;">to payroll processing</p> <ul style="list-style-type: none"> <li>• Knowledge of the voluntary and statutory sectors</li> </ul>
Qualifications	Qualifications
<ul style="list-style-type: none"> <li>• 5 GCSEs including Maths and English *</li> <li>• AAT Level 4 or equivalent experience *</li> <li>• CIPP Foundation in Payroll Administration (or similar) *</li> <li>• Working knowledge of Payroll and Pension processes *</li> </ul>	<ul style="list-style-type: none"> <li>• CIPP Diploma in Payroll Management</li> <li>• International Association of Book-keepers (IAB) Certificates in Computerised and Manual Payroll</li> <li>• Degree in Management or training in team leading</li> </ul>
General	General
<ul style="list-style-type: none"> <li>• Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional associations</li> <li>• A good understanding of disability-related issues and cultural differences and be able to respond sensitively.</li> <li>• A commitment to Equal Opportunities and Anti-Discriminatory Practices</li> <li>• Prepared to become familiar with and adhere to all of the organisations Policies and Procedures and to comply with KDC's Health and Safety requirements.</li> </ul>	

**Candidates who declare a disability and meet all the criteria marked \*, will be guaranteed an interview.**

**This Job Description is subject to continuous review and therefore the main duties may change on a temporary or permanent basis from time to time**

**November 2021**