



Job Description

Job Title:	Payroll Manager
Term	Full/Part time between 25 to 30 hours per week
Salary:	circa £30,000 p.a. (pro rata)
Leave:	30 days (rising to 33) + Bank Holidays (pro rata)
Additional Leave	3 days during Christmas and New Year
Accountable to:	Chief Executive Officer
Location:	Huyton, Merseyside with possibility of hybrid

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 (companies), 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.

Job Purpose:

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

Principle Duties and Responsibilities:

- Manage and support the payroll team to deliver accurate, complete and timely processing of weekly, four-weekly and monthly payrolls, providing reports, completing filings with HMRC and pension providers, as required, and processing payments to employees;
- Manage new client on-boarding and establish and maintain client relationships;

- Ensure effective use of software systems and internal processes to drive efficiencies and deliver continuous service improvement;
- Produce KPI and performance management reports for presentation to the Board of Directors and Trustees;
- Organise workflows and distribution of responsibilities to ensure staff have capability and capacity to deliver their role successfully
- Maintain service quality assurance ISO9001 accreditation standard
- Deliver client assurance and protect payroll operations by managing data security and client confidentiality, in line with GDPR and AML regulations
- Manage service costs in line with budget and provide support to the finance team for income and expenditure accounting and debt collection
- Deliver sales presentations and provide first point of contact responses to client enquiries

Other duties:

- Contribute to the development of strategies for product development, branding and resources
- Promote Your Payroll by representing the organisation at network events and relevant meetings as required
- Identify and actively pursue opportunities that align with the Business Plan priorities
- Maintain market awareness, best practice and competitor intelligence and influence product/service development
- Be a role model for the company culture
- To undertake any other duties as reasonable required for the role to further the aims of the organisation.

Key Working Relationships:

Your Payroll staff team/CEO/Senior Management Team/Finance officer; KDC wider staff team, particularly direct payments officers and managed accounts administrators; clients and client representatives, social care management teams, local business community; Chambers of Commerce,

Job Requirements

- Excellent interpersonal skills with experience in client facing role
- Experience in leading and managing a team
- CIPP, or equivalent qualification with substantial experience working within professional services
- Sound working knowledge of managing multiple payrolls/payroll bureau function
- Detailed knowledge of HMRC and TPR systems and regulations and compliance
- Familiarity with payroll software operating systems

- Excellent written and verbal communication skills, with strong ability to plan ahead and self-direct their workload

Payroll Manager – person specification

Essential	Desirable	Measure
Experience		
<ul style="list-style-type: none"> ▪ Proven experience managing/supervising an efficient and comprehensive high volume Payroll Service ▪ Proven experience using computerised payroll software packages ▪ Substantial experience of an end to end payroll processing service in a bureau environment ▪ Proven experience in leading, developing and motivating a team ▪ Proven experience of dealing with HMRC ▪ Proven experience of pensions processing and administration ▪ Experience of complaint resolution ▪ Experience of team performance tracking and KPI measurement ▪ Experienced user of payroll software applications ▪ Experience in customer relationship management 	<ul style="list-style-type: none"> ▪ Experience of public sector tenders/procurement ▪ Experience in presenting products and service to potential clients 	<p>Cover letter CV I</p>
Skills		
<ul style="list-style-type: none"> ▪ Strong management skills ▪ Proficient in IT packages – especially Word, Outlook, MS Teams Excel, and Word. ▪ Excellent customer service attitude ▪ Excellent timekeeping and an ability to meet strict deadlines ▪ Organised, logical and methodical approach. ▪ Accuracy and a keen eye for detail ▪ Highly organised, motivated with excellent time and multi-tasking management skills, and results oriented ▪ Ability to communicate and present complex and technical information clearly and concisely to people at all levels and from a variety of backgrounds 	<ul style="list-style-type: none"> ▪ 	<p>Cover Letter CV I</p>
Knowledge		
<ul style="list-style-type: none"> ▪ Sound working knowledge of delivering multiple payrolls/bureau services ▪ A solid understanding and exposure to Tax and National Insurance with ability to perform manual calculations ▪ Understanding of UK statutory employment law 	<ul style="list-style-type: none"> ▪ Background in promotions/sales/marketing ▪ Understanding of personal budgets and direct payments in the context of health and social care services 	

<ul style="list-style-type: none"> ▪ Up to date knowledge of GDPR and AML regulations ▪ Up to date knowledge and understanding of payroll legislation and PAYE 		
Education and Qualifications		
<ul style="list-style-type: none"> ▪ 4 GCSEs including Maths and English 	<ul style="list-style-type: none"> ▪ CIPP Foundation in Payroll Administration (or similar) ▪ CIPP Level 3 Certificate (Payroll Technician), or working toward /Foundation degree in Payroll management (level 4/5) ▪ Advanced EXCEL 	CV
General		
<ul style="list-style-type: none"> ▪ A good understanding of disability-related issues and cultural differences and be able to respond sensitively. ▪ A commitment to Equal Opportunities and Anti-Discriminatory Practices ▪ Comply with all of the organisations Policies and Procedures and Health and Safety requirements. ▪ Confidentiality and discretion ▪ Commitment to professional development 		I

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 Adults at Risk of Harm

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 Aftermath. 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).

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Service Manager

April 2024