Job Description

Title	Service Group	Post Ref
Payroll Assistant Level 2	**Environment & Resources**	

Nottinghamshire County Council

Job Purpose

To work as part of a team providing a cost effective HR-pay service for NCC departments, Pension Fund and Schools, academies and other external clients in a timely and accurate manner using the BMS HR and Payroll system including the self-service portal.

To provide guidance and information on routine HR-Pay matters and to undertake core HR-Pay tasks.

Key Responsibilities

1. Undertake Payroll tasks carried out within the team, as required, including:
   - Maintaining the SAP HR Payroll system in accordance with the agreed business processes, and TUGS.
   - implementing agreed changes to conditions of service (arising from national collective bargaining and local agreements and legislative changes)
   - Administering the issue/amendment of employees' contracts of employment
   - Processing HR-Pay and pensions information on starters, leavers and occupancy changes
   - Processing Pay variations (including overtime; additional hour's allowances; honoraria, incremental rises as entered by managers and clients within the SAP Payroll portal.)
   - Providing routine advice on issues related to the transactional services undertaken by the Payroll service.
   - Teachers' Pension Administration including managing contributions,, updating members details, providing service and salary information and annual return

2. Ensure that temporary and standing data are checked and processed by the payroll processing deadlines for the particular payrolls within your responsible area and the overall payroll Team and that Payroll outputs/ reports are checked and corrected where necessary within payroll deadlines.

Key Accountabilities

1. Develop and maintain the high standards of quality and efficiency in the services provided by the BSC to internal and external customers.
2. Maintain strict confidentiality in respect of all personal records, data and information held electronically on systems and within the BSC relating to current and past employees and those seeking employment with the County Council. Standards for confidentiality will comply with current council policy and legislation.
3. Use resources provided efficiently and effectively and participate in performance measurement and quality control arrangements.
4. To maintain the security and integrity of all personal data, including bank account details, held (electronic and paper) in line with Data Protection principles.
5. To participate proactively as a Payroll team member and to build positive relationships with colleagues, managers, employees, and external clients.
6. Develop and improve skills through involvement and participation in formal and informal training and development processes to meet the needs of the post and the changing business requirements of the service.

3. Responding to requests for information and advice from internal and external customers, managers and employees and outside bodies and trade unions through the BMS, and manager's helplines.	
4. Providing accurate and consistent information to NCC managers, External Business Managers (schools/Academies/External/Clients) and employees) on routine payroll matters, and conditions of service.	
5. Maintain and update computerised and manual information systems including data input and output procedures this includes providing AD hoc payroll reports, and BI reports as directed by the Payroll Practitioner.	
6. Where required undertaking specialist processes including the buyback services from schools and academies/external clients including; staff absence insurance scheme, and maternity provision.	
7. Maintain an up-to-date knowledge of a wide range of constantly changing terms and conditions of employment and statutory regulations.	
8. To assist in the maintenance of TUGS and business processes relating to the SAP system within the payroll team.	
9. Establish and maintain effective working relationships with customers	
10. Upholding BSC standards in respect of customer contact, timeliness and quality of services provided	
11. Liaise with statutory bodies and clients as required.	
12. Undertake manual calculations, e.g. SMP, SSP, Occupational sick pay and National Insurance where necessary.	
13. Checking data input as required	
14. Participate in training and development as required	
15. Undertake clerical duties as required	
16. To escalate issues which may impact on service delivery to the Senior Payroll Practitioner?	
17. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post?	

The post holder will perform any duty or task that is appropriate for the role described

Person Specification	
Education and Knowledge	**Personal Skills and general competencies**
1. English GCSE to grade C or equivalent.	
2. Maths GCSE to grade C or equivalent.	8. Is able to follow instruction and set processes.

3. CIPP practitioner, or commitment to on-going professional development
4. Knowledge of Payroll processes including Tax, NI, and Pension contributions, and statutory provisions.
5. An understanding of what customer types may accrue a non statutory debt.
6. A working knowledge of operating a payroll system.
7. Working knowledge of IT software packages including ERP solutions, MS Word and Excel.

9. Is able to respond to complex questions relating to payroll provision.
10. Has an excellent telephone manner.
11. Have excellent listening and communication skills.
12. Ability to analyse payroll data in an effective manner.
13. Ability to organise and prioritise workloads through business processes relating to the ERP solution.
14. Puts into practice the Council's commitment to excellent customer care.
15. Works efficiently and effectively and actively looks for ways of improving services and outcomes for the Council and its customers.
16. Works well with colleagues but also able to work on their own initiative.
17. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
18. Flexibility regarding working hours as the needs of the business dictates.

Experience
19. At least 2 years working in a HR Payroll service providing a high quality customer service.
20. Experience of processing payrolls within tight timescale, and meeting exacting customer service levels.
21. Experience of following business processes in order to meet quality payroll standards.
22. Experience of responding to customer queries and issues in a consistent manner.

Role Dimensions
23. To work as part of the Payroll Services Team to provide a full service to NCC, schools, academies and external clients as required by the needs of the service, this could involve working when business requirements dictate to meet tight payroll deadlines, and service standards.

24. The post has responsibility for the provision of the day to day payroll service to a group of payrolls and clients as directed by the Senior Payroll Practitioner which could include NCC, schools, academies, and external clients.

25. The post will deliver a transactional payroll service ensuring that payroll and hr. data is updated and correct, following prescribed business processes, and using transactional user guides to ensure that processes are efficient.