


| Job Description | | |  |
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| Title | Service Group | Post Ref | |
| Payroll Control Level 2 | Environment & Resources | | |
| Job Purpose To work as part of a team providing a cost effective Payroll 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 Payroll matters and to undertake core Payroll tasks. | | | |
| Key Responsibilities 1. Undertake specialist Payroll Control tasks carried out within the team as required: <ul style="list-style-type: none"> • Assist with the production, balancing and distribution of the monthly teachers pensions reports for NCC and the Academies. • Assist with the generation and balancing of the statutory `Real Time Information Files` to HMRC on a monthly basis for NCC, Academies, and Externals. • Assist with BACS processing for NCC, Academies and Externals payrolls using both the SAP system to generate the separate files per payroll and the BACSIP system to select each of the separate files for transferring to BACS. Generate and distribute the relevant reports to Academies and Externals. • Assist with the processing of the GL postings for NCC, Academies and Externals. Resolution of any issues in collaboration with the Accounting and Clearing House and the Competency Centre • Process payroll pay-overs for attachments of earnings and voluntary deductions • Produce and distribute invoices in respect of direct debits for external clients. • Load data import files from external bodies to ensure processed within payroll deadlines. • Regular application of tax code changes issued by HMRC for employees of both NCC and the organisations for whom we act as the authorised agent. • Assist with the analyse of issues that may arise with the day to day | | 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 Services 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. | |

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| <p>payroll control function, including the provision of documentary evidence to the relevant group, i.e. payroll if data issues and Competency Centre if software issue to enable resolution of the issue.</p> <ol style="list-style-type: none"> 2. .Liaise and respond to requests for information and advice from internal and external customers, managers, employees, outside bodies and trade unions on routine payroll matters, and conditions of service. 3. Maintain an up-to-date knowledge of relevant terms and conditions of employment and statutory regulations. 4. To Assist the Practitioners in the maintenance of TUGS and business processes relating to the SAP system within the payroll control team. 5. Establish and maintain effective working relationships with customers 6. Upholding BSC standards in respect of customer service, timeliness and quality of services provided 7. Participate in training and development as required 8. Undertake clerical duties as required 9. To escalate issues which may impact on service delivery to the Practitioner Payroll Control. 10.To undertake UAT as part of systems development and the annual BMS systems patching process. 11. To work flexibly in association with the requirements of the monthly payroll processing time table, including year end processing and other payroll control activities. 12.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

| <i>Education and Knowledge</i> | <i>Personal Skills and general competencies</i> |
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| <ol style="list-style-type: none"> 1. English GCSE to grade C or equivalent. 2. Maths GCSE to grade C or equivalent. 3. CIPP practitioner, or commitment to on-going professional development 4. Knowledge of Payroll processes including Tax, NI, and Pension | <ol style="list-style-type: none"> 7. Is able to follow instruction and set processes. 8. Is able to respond to complex questions relating to payroll provision.. 9. Has an excellent telephone, listening and communication skills. |

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| <p>contributions, and statutory provisions.</p> <p>5. A working knowledge of operating a payroll system.</p> <p>6. Working knowledge of IT software packages including ERP solutions, MS Word and Excel.</p> | <p>10. Ability to analyse payroll data in an effective manner.</p> <p>11. Ability to organise and prioritise workloads through business processes relating to the ERP solution.</p> <p>12. Puts into practice the Council's commitment to excellent customer care.</p> <p>13. Works efficiently and effectively and actively looks for ways of improving services and outcomes for the Council and its customers.</p> <p>14. Works well with colleagues but also able to work on their own initiative.</p> <p>15. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.</p> |
| <p><i>Experience</i></p> <p>16. At least 2 years working in a Payroll service providing a high quality customer service.</p> <p>17. Experience of processing and checking payrolls within tight timescale, and meeting exacting customer service levels.</p> <p>18. Experience of following business processes in order to meet quality payroll standards.</p> <p>19. Experience of responding to customer queries and issues in a consistent manner.</p> | |
| <p><i>Role Dimensions</i></p> <p>20. To work as part of the Payroll Control Team to provide a full service to NCC, schools, academies and external clients as required by the needs of the service, this will require flexible working to meet business requirements to meet tight payroll deadlines, and service standards.</p> <p>21. The post has responsibility for the provision of the day to day payroll control service to a group of payrolls and clients as directed by the Senior Payroll Practitioner which could include NCC, schools, academies, and external clients.</p> <p>22. The post will support the delivery of 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.</p> | |