

Title Practitioner Payroll Services	Department Environment and Resources	Post Ref.
<p>Job Purpose</p> <p>To provide first line supervision and support to a group of Payroll Assistants and to provide guidance, advice and information on Payroll matters To assist the Senior Practitioner and Payroll and Pensions Manager in the production of Payrolls and other sold services across NCC, Schools, Academies, Pensions and other external clients, and assisting in managing the payroll teams to provide this service.</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. Assisting the Senior Practitioner Payroll in the supervision and effective management of Payroll services. This includes providing first line supervision, guidance and support to Payroll Assistants Level 1 and 2 along with the identification of training needs. 2. To Manage the payroll service on a day to day basis, working with and advising, NCC managers, schools, academies and other external clients on the provision of the payroll service using the BMS System this will include: <ol style="list-style-type: none"> a. Managing the implementation of changes to conditions of service (arising from national collective bargaining and local agreements) b. . Managing legislative changes to payroll for clients in conjunction with the competency centre, and the payroll processing team. c. Administering the issue/ amendment of employees' contracts of employment d. Processing Payroll variations as administered through the payroll system, entered by management self-service, employee self-service, and business administration. e. Ensuring that TUGS and payroll business processes are adhered to within the payroll teams. 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. Liaison with the business and external partners to ensure the most efficient and effective use of the ERP system is being made. 2. Provide Payroll functional expertise within the ERP modules (Payroll System) in use to confirm and fulfil business requirements definition. 3. Provide day to day management of staff supervision including setting and maintaining quality standards. 4. Day to day responsibility for all operational activity within the Payroll functional areas. 5. Continual review of organisational management business processes. 6. Work with Internal Managers, External Clients and BSC to identify process improvements across the payroll Service. 	

<p>f. Providing advice on issues related to the services provided by the BSC to managers, employees and clients.</p> <p>3. On a day to day basis Identifying, investigating, analysing and managing the resolution of payroll incidents and defects within the payroll service including payroll processing, as well as liaising with other areas of the SAP payroll and finance solution, this will include identifying root causes and implement suitable corrective actions.</p> <p>4. Ensuring the maintenance of payroll data, and Payroll processes and in conjunction with the Payroll Processing, ensuring the update of relevant documentation including TUGS appertaining to payroll processes.</p> <p>5. To assist the Senior Practitioner in undertaking and assisting in managing payroll projects including the transfer of schools to academies, setting up on the payroll of external clients when required on various aspects of the implementation of Payroll solutions, supervising and coordinating resources as and when required to deliver project objectives on time, cost, quality and to performance criteria.</p> <p>6. Assisting in the future system roll-out, including the support of change management activities.</p> <p>7. On a day to day basis provide management information on the Payroll results through a set of BI and SAP standard reports along with using and manipulating data for management reports.</p> <p>8. Day to day management and allocation of work within a work groups, and where necessary across teams ensuring the provision of cover to meet service needs and priorities.</p> <p>9. Maintaining service performance data and monitoring against agreed targets and objectives.</p>	
---	--

<p>10. To assist in the maintenance of the authorised establishment within the ERP system for all Departments in the authority, and for external clients including academies.</p> <p>11. To provide support and guidance and advice to NCC group and team Managers in relation to payroll issues, and to external clients including business managers to schools and academies.</p> <p>12. On a day to day basis manage the response to calls through the manager's helpline and customer service centre on issues raised by employees and business users relating questions, and queries to Payroll Services.</p> <p>13. To assist in the provision of documentation and implementation of new guidance, policies and procedures to comply with Council policies relating to the SAP system.</p> <p>14. Provide close liaison with and support to the BSC and the wider community in meeting the business needs through the successful operation of ERP business processes.</p> <p>15. To deputise for the Senior Practitioner as required and appropriate.</p> <p>16. On a day to day basis supervise, lead, manage, motivate and develop team members, ensuring a professional, customer focused, best practice service delivery organisation.</p> <p>17. To assist in the development and review of the communication of Payroll Services activity.</p> <p>18. To assist in the maintenance, review and development of documentation in the form of guidance notes, procedures and processes relating to the updating and development of the ERP Payroll system.</p>	
--	--

- | | |
|---|--|
| <p>19. To manage all resources allocated, lead, performance manage and motive the team members to deliver high quality customer focused service to clients.</p> <p>20. Conduct employee performance development review meetings, and undertake any follow up actions.</p> <p>21. Contribute to the recruitment, induction and training of team members.</p> <p>22. To assist where required in the annual ERP patching project for Payroll Services, in conjunction with the wider BSC Competency Centre team.</p> <p>23. Work collaboratively with colleagues in the BSC Competency Centre, ICT, and the BSC providing cross functional support to meet the changes in demand and in identifying system and process improvements. Providing an integrated approach across the solutions.</p> <p>24. Where required Liaison with statutory bodies and clients</p> | |
|---|--|

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

Tier 7 – Experienced / Professional Staff

Person Specification**Education and Knowledge**

1. A minimum of two years working within a HR or Payroll service function dealing with payroll administration matters.
2. Holds a professional qualification or experience/evidence of continuous professional development in payroll administration.
3. Detailed knowledge of business processes in one or more of the ERP systems in use e.g. HR, Payroll.
4. Knowledge and understanding of ERP Payroll integrated systems.
5. Knowledge and understanding of how Payroll and HR organisational structures work within an ERP solution and their impact.
6. Knowledge of ERP HR and Payroll solutions and Microsoft office products.
7. Education to GCSE level or equivalent (English or Maths) or proven ability within a previous work setting.

Experience

20. Experience of working with ERP or other HR Payroll systems, with evidence of having advised senior management or clients in these functional areas, along with supporting end users.
21. Experience of supervising a payroll team to produce a final payroll for a service area, or client.

Personal skills and general competencies

8. Sets an excellent example of customer care for other staff.
9. Able to communicate courteously and effectively at all levels to internal and external clients verbally and in writing.
10. Able to prioritise the teams, and own workload to specific deadlines.
11. Ability to organise and review workflow within the team.
12. Understand the boundaries of confidentiality in all aspects of work and to also understand data protection requirements.
13. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
14. Strong analytical and problem solving skills
15. Sets targets for performance for the team as well as delivering a high degree of personal effectiveness.
16. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
17. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
18. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available

<p>22. Excellent ICT Skills, including Microsoft Office products.</p> <p>23. Experience of working on own initiative on payroll matters, and the setting up of new payroll clients to tight deadlines and meeting exacting targets.</p> <p>24. Experience of supervising and checking payroll outcomes to a finished payroll.</p> <p>25. Experience of customer focused Payroll Service delivery</p> <p>26. Experience of supporting and developing less experienced members of staff to ensure a completed payroll service. Processes.</p> <p>27. Experience of gathering, interpreting, and advising on payroll data</p> <p>28. An understanding of a shared services centre concept and developing services to clients</p> <p>29. Have experience of communicating payroll outcomes to employees, managers, and external clients.</p> <p>30. Highly motivated and enthusiastic person with good influencing skills</p> <p>31. Experience of the supervision of team members in supporting, and responding to client's payroll queries and issues.</p>	<p>19. Ability to meet agreed objectives and delivery targets by the effective use of resources.</p>
<p><i>Role Dimensions</i></p> <p>32. To assist the Senior Practitioner in managing the HR and Payroll Service within the SAP system to ensure full system integration across the ERP application, which includes other functional areas, this can include HR, Finance, Procurement, OHU, and Business Intelligence Reporting, Time administration, Authorisations, Contacts directory and recruitment.</p> <p>33. The post has responsibility for the provision of the day to day supervision of a number of payroll assistants level 1 and 2 to ensure the provision of the payroll service to NCC, schools, academies, and external clients.</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date