

JOB TITLE Senior Payroll Officer

BAND 4

Job Summary

Contribute to the provision of a comprehensive payroll service to employees of NHS Wales Shared Service. Deputise for the Payroll Team Supervisor in his/her absence.

Assist Payroll Supervisors in the implementation of new systems and procedures in line with new legislation. A key aspect of this role will be to support the Payroll Team Supervisor in the continual review of the payroll processes and to identify and implement changes to service provision by promoting improved ways of working. On behalf of the Payroll Team Supervisor, responsibility for the coordination and implementation of training programmes for the team.

Ensure that the service provided is meeting agreed quality standards through a customer-focussed approach.

Manage, train and develop the Payroll Assistants in all aspects of their work. This will include responsibility for supporting and developing individuals through regular performance updates and Personal Development Reviews for designated staff.

Work with other Payroll Officers and Supervisors to ensure that staff are paid accurately and on time and to ensure a consistent approach to working practice.

Ensure that all requests are handled efficiently and effectively and maintain responsibility for specific areas of payroll activity. Where appropriate, assist external organisations with the payroll information they require.

Responsible to

Reporting: Line Manager

Accountable: Head of Payroll

Professionally: Head of Payroll.

Responsibilities and Duties

1. Work autonomously within the established procedures and ensure accurate payments of salaries and wages within strict deadlines and in accordance with legislative requirements. Responsible for managing own payroll and to plan, organise and prioritise own workload. Provide support and assist other payroll officers where needed to ensure all payrolls are completed.
2. Assist the Payroll Team Supervisor in the planning, organisation, and allocation of the workload of team members, assessing their skills and abilities and supervise the payment of salaries and wages in the Payroll Team Supervisors absence.

3. Assist Payroll Team Supervisor in payroll validity checking which comprises checking data input of Payroll Officers and Payroll Assistants for all permanent amendments to employee's personal computer record including, new starters, changes, terminations, maternity leave, Injury Allowance etc.
4. Responsible for input/output checking, offloading, and balancing of weekly payroll.
5. Analyse and manually convert information received (Staff Returns/ Timesheets, Bank Nurse/Relief Timesheets, Locum Doctors Timesheets, On-Call Claims) into the Computerised Payroll Systems format and input to the computer systems. Check the accuracy of information provided making sure it adheres to organisation and statutory regulations.
6. Perform a series of validity checks after payroll production, to ensure accuracy of payments made within own remit as well as work undertaken by colleagues. Upon identifying an error decide whether the payment is to be cancelled or adjusted. If errors are made ensure that the employee's manager and the employee are aware of the error. If a cancellation is required inform the Payroll Team Leader and complete relevant paperwork, ensuring all relevant departments are informed (i.e. Finance).
7. Calculate manual advance payments where necessary, which involves a variety of complex calculations, which must adhere with government regulations (tax and national insurance deductions), informing the relevant Finance Department of the necessary payment after it has been authorised by the team leader/Supervisors.
8. Responsible for the correct distribution of employee payslips.
9. Provide information and guidance to managers and employees on terms and conditions of employment. Assist in the organisation of training sessions for managers in their departments, ensuring that they understand and administer the correct procedures. Responsible for reassessing their training needs and adjusting training where necessary.
10. Liaise directly with managers and staff to ensure correct understanding and clarification of ambiguous information received. Verification is very often needed to confirm certain information affecting pay. Written authority must always be readily available for all changes to employee's records to substantiate any amendment. Actively encourage managers to achieve a higher accuracy of information provided.
11. Creating reports for managers by offloading information of the Computerised Payroll System such as a list of staff in receipt of certain allowances or deductions within a certain period.
12. Adhere to the Service Level Agreement in responding to both written and telephone enquiries from managers and staff. Respond to other organisations (Inland Revenue, DSS Solicitors, Local Government) as appropriate. Receive scheduled and unscheduled visits from employees and make visits to departments and individuals as and when required.
13. Process both commencement and termination forms, ensuring that all information supplied is validated. Complete staff transfer forms for other NHS employing authorities and action received transfer forms to verify service and sickness. Without such information this would result in an over/underpayment of salary. It is imperative that all statutory regulations relating to tax, National Insurance contributions and voluntary pension contributions are applied correctly and adhered to before producing final/first payments.

14. Process and implement both permanent and temporary changes. Review and re-calculate as necessary arrears due following a regrading, change in hours, or National/Local Pay award. Analyse information provided to ensure accurate implementation. These undertake complex methods of calculation to establish figures that require processing for payment and advise management with clear and precise data relating to such calculations.
15. Prepare manual calculations for Injury Allowance in accordance with the NHS pensions agency and liaise with Department of Work and Pensions.
16. Calculate overpayments as and when they occur. Undertake calculations when assessing overpayments (i.e. maternity leave and the employee's failure to return to duty, overtaken annual leave on termination etc). Adjust the employee's master file, issue relevant correspondence to the employee/employer and liaise with staff to reach an amicable agreement for the method of recovery.
17. Undertake internal training as required, in line with the requirements of the individual personal development plan and the legislative changes.
18. Following training and experience of the role be fully competent to enable the provision of cover for colleagues when necessary, during sickness or annual leave.
19. Provide training and guidance to inexperienced Payroll Officers and Payroll Assistants where needed to enable them to become more competent in their tasks.
20. Advise individuals on year-end tax figures when required. Translate P60's for tax return purposes and provide duplicates when necessary.
21. Always comply with, understand, and work within the requirements and guidelines of the Data Protection Act and the Freedom of Information Act.
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23. The Post Holder will be required to move to another team in the Payroll Services Department (on the same site) when required to do so.

People management

1. Manage, train, and develop the Payroll Assistants in all aspects of their work. This will include responsibility for supporting and developing individuals within the Team through regular performance updates and Personal Development Reviews.
2. Deal with any performance issues, initial grievance, or minor disciplinary matters.
3. Assist the Payroll Team Leader to recruit and select new staff using approved recruitment processes. Initiate training programmes for the team to ensure compliance and satisfactory performance.
4. Authorised signatory within the payroll function. Authorise monthly staff returns for Team to ensure staff are paid.

Communication

1. Always communicate at all levels and with the highest level of tact, sensitivity, and diplomacy to provide assistance to individuals when requesting details affecting pay. Exercise self-control when exposed to potentially aggressive individuals.
2. The Senior Payroll Officer is required to conduct calls passed from Payroll Officers and Payroll Assistants that involve the more serious issues such as irate or distressed employees.
3. Work closely with Workforce Departments and Payroll Processing Bureau, including the development and maintenance of ESR, training of staff, liaison with managers, reorganisation of workloads and producing reports.
4. Attend meetings as required by the Payroll Manager or Payroll Team leader.

Payroll knowledge and application

Possess and maintain an in-depth knowledge and understanding in the following key areas:-

1. Rules and regulations that govern both Agenda for Change and local conditions of service across the range of professions and groups of staff. Exercise this knowledge to apply such conditions and make accurate payments accordingly.
2. Requirements and regulations relating to the NHS Pension scheme. Ensure that the correct percentage is deducted from payments made and the correct figures are transferred over to the pension record. Apply all criteria including calculations for Injury Allowance and unpaid contributions following the return from unpaid maternity leave and implement a system for recovering any such underpayments of contributions.
3. Demonstrate a high level of knowledge and understanding of the complex computerized Payroll/HR system (ESR) and other interfacing e-systems such as e-roster and expense packages.
4. Maternity, paternity, and adoption regulations. Undertake assessments at the commencement of leave, to determine an employee's level of entitlement (in line with regulations stipulated by the benefits agency). Make the necessary adjustments when increments and national pay awards fall during the maternity pay period. Recognise and implement the differing schemes that are dependable upon employees' service, individual circumstances and changes to regulations and conditions. Forward accurate and timely exclusion forms to the employee when there is no entitlement to either occupational or statutory maternity pay to allow the case to be transferred to the benefits agency for adjudication.
5. Relevant Payroll Systems, Conditions of Service and Inland Revenue and National Insurance regulations.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

NVQ level 4 or equivalent experience within Payroll/Pensions/HR

Track record of continuous professional development

Significant knowledge of payroll and financial procedures

Knowledge of computerised travel system

IT Literate and sound knowledge of Microsoft Office software

In-depth understanding of national regulations for Tax, NI, pensions, and payroll.

Desirable

Progression towards ECDL

Experience**Essential**

Experience of working as a Payroll Officer

Thorough understanding and experience of complex computerised payroll systems such as ESR or equivalent financial system

Experience of supervising and training junior staff

Desirable

Experience of working in a shared service environment

Skills and Attributes**Essential**

Good communicator – tactful, persuasive, and diplomatic skills.

Sound written skills.

Good planning and organisational skills.

Adaptable to new systems.

Ability to prepare and analyse detailed payroll reports.

Able to work to strict deadlines.

Ability to work autonomously and as part of a team.

Ability to transfer knowledge and skills to junior staff.

Ability to work under sustained pressure to meet fixed deadlines.

Ability to work positively as part of a multidisciplinary team.

Ability to work on own initiative.

Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh.

Other

Flexible attitude towards working hours to ensure correct payments and meet with the time limits of the payroll.