**SEFTON METROPOLITAN BOROUGH COUNCIL**

JOB PROFILE

# POST

Service Manager Employee Support (Grade HAY 6)

The Employee Support Team comprises of Payroll and Pensions processing and a Business Support Team who maintain and update the HR/Payroll/Pensions System which is Midland HR ITrent.

# JOB PURPOSE

Responsible for delivering a comprehensive and customer-focused payroll service to the Councils workforce (and associated clients) aligned to the wider HR service.

To lead, manage, motivate and develop the Employee Support Team to ensure that all staff are appropriately skilled to the defined standards to maximise efficiency of the service.

Responsible for overseeing and directing payroll procedures and maintaining accurate payroll records, ensuring compliance with HMRC legislation, all Statutory obligations, and pension requirements.

# LEADERSHIP

## Must demonstrate the following leadership competencies.

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1. Provide clear vision and direction.
2. Lead and manage change.
3. Plan strategically.
4. Lead people and performance.
5. Work corporately as well as collaboratively with partners.
6. Communicate effectively.
7. Focus on excellence.
8. Develop self and others.
9. Personal resilience.

# BEHAVIOURS

Must demonstrate the following behaviours.

1. Provide support with a view to improving quality.
2. Provide appropriate and constructive challenge.
3. Create a culture that looks for understanding and solutions.
4. Visibly and positively respect and value staff.
5. Communicate a consistent and clear message throughout the Council and with partners.
6. Respect, listen to and value others views.
7. Maintain a customer focus with a relentless pursuit of excellent outcomes.
8. Have collective integrity and responsibility.
9. Endeavour to improve outcomes for the communities of Sefton.

JOB SPECIFIC

**PRINCIPAL RESPONSIBILITIES**

1. Ensure that the Employee Support Team have a clear vision of the service to be delivered, and that the business objectives are fully understood.

2. To be responsible for continuous improvement of Payroll and related systems identifying areas of potential opportunity for improvement in service delivery and ensuring that these are implemented as efficiently as possible.

3. To develop and maintain the Employee support service to an agreed set of standards. Developing and maintaining KPIs as appropriate.

4. Develop a customer focused culture and establish an environment that promotes the best possible customer service.

5. Promote a climate that encourages innovation and optimise the use of technology to streamline systems, enhance service delivery and reduce costs.

6. To initiate, lead and manage specific projects.

7. To participate and contribute to the HR Management Team.

8. To lead and manage the continuous review of policies, procedures and processes in relation to the employee life cycle.

9. To ensure the effective use of technology in the delivery of the service.

10. To ensure good customer relations by maintaining effective communications and provide a quality service delivery to the Council, schools and traded service clients.

11. To manage the budget for the Employee Support Team.

12. To lead, develop and manage the processing and development of the Payroll and support functions for the Council and its clients ensuring the highest quality service provision.

13. To lead and manage the development of the Business Support Team function for the Council and its clients.

14. To lead and manage the development of the Pension function for the Council and its clients.

**GENERAL RESPONSIBILITIES**

* To maintain personal and professional development to meet the changing demands of the job.
* , Ensure adherence to the Council’s constitution, policies and procedures in respect of all activities and decisions within the service area.

**STRATEGIC SERVICE**

* To contribute to the development and implementation of strategies, policies and initiatives, to support colleagues across the Council in the achievement of corporate priorities.

**MANAGING CHANGE**

* To instigate, and effectively lead change within your areas of responsibility, and develop flexible services and business models able to meet the changing needs of the Council and its communities.

**PARTNERSHIPS &RELATIONSHIPS**

* To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region Combined Authority, and with customers and stakeholders related to the service area, in order to represent and promote the Council’s interests, and maximise the effectiveness of the service.
* To build and maintain effective relationships with and provide professional advice and support to the political and corporate leadership of the Council, and elected Members to support their community leadership role, including attendance at Cabinet meetings and Cabinet Member briefings, public meetings and consultation events, as appropriate.

**GENERAL**:

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may

be affected by your actions at work. Staff must co-operate with employers and co-

workers to help everyone meet their legal requirements.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared by**: **Name** Paul Cunningham

**Designation** Chief Personnel Officer

**Date** 4th June 2024

SEFTON COUNCIL

PERSON SPECIFICATION

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| --- | --- | --- | --- |
| DIRECTORATE | Corporate Resources | DIVISION | HR / /Employee Support (payroll) |
| POST | Service Manager Employee Support | GRADE | HAY 6 |

|  |  |  |
| --- | --- | --- |
| PERSONAL ATTRIBUTES REQUIRED | ESSENTIAL (E)  OR  DESIRABLE (D) | HOW  ASSESSED |
| Qualifications | | |
| 1. Degree in appropriate discipline or significant experience to equate to the same level of knowledge.   experience to equate to the same level of knowledge. | E | AF/I/C/P |
| Experience | | |
| 1. Extensive knowledge of managing and leading pensions and payroll teams | E | AF/I |
| 1. Experience in the leadership and management of relevant service areas within Local Government and of managing large diverse teams. | E | AF/I |
| 1. Extensive experience of developing and managing Payroll and pension teams and services, including setting objectives, resources, and performance standards, within a large and diverse organisation. | E | AF/I |
| 1. Experience of managing organisational change and complex projects and programmes from concept to development and implementation. | E | AF/I |
| 1. Experience of developing and influencing successful strategy and policy in a complex organisation and implementing the same | E | AF/I |
| 1. Experience of business and service planning in a demanding and constantly changing environment. | E | AF/I |
| 1. A proven track record of working effectively and delivering in co-operation and partnership with a wide range of customers, and stakeholders. | E | AF/I |
| 1. Evidence of successful financial and project management, including resolving conflicting priorities, and applying rigorous monitoring and control procedures. | E | AF/I |
| 1. Experience of analysing data and production of management reports | E | AF/I |
| 1. Experience of managing a Business Support Team | E | AF/IP |
| 1. Experience of managing a large staff team including performance and sickness related matters and developing and supporting team members in order to achieve a highly efficient service. | E | AF/I |
| **KNOWLEDGE SKILLS & ATTRIBUTES** |  |  |
| 1. The ability to provide effective leadership & management. | E | AF/I |
| 1. Current understanding and knowledge of relevant Payroll and pension legislation, HMRC regulations, standards and best practice. | E | AF/I/P |
| 1. Financial/budgetary management skills including accountability for agreed budgets | E | AF/I |
| 1. Ability to apply a high level of analytical and constructive thinking to problem solve and seek solutions. | E | AF/I |
| 1. Ability to apply comprehensive project management and delivery through a robust framework. | E | AF/I |
| 1. Excellent communication and interpersonal skills and the ability to establish and maintain effective and strong relationships. | E | AF/I/P |
| 1. Effective negotiating skills, with proven ability to influence decision making. | E | AF/I |
| 1. Ability to build, lead and contribute to effective teams and services to achieve a high level of performance. | E | AF/I |
| 1. Ability to act independently, managing a diverse and varied range of tasks, conflicting work demands and highly pressured deadlines. | E | AF/| |
| 1. Ability to thrive on a fast-moving fluid environment and managing a varied high-profile workload | E | AF/I |
| PERSONAL ATTRIBUTES |  |  |
| 1. An inclusive manager who fosters partnerships, works collaboratively across boundaries. | E | AF |
| 1. Motivated, optimistic and enthusiastic with the ability to respond to challenge. | E | AF |
| 1. Customer focused with a commitment to continuous improvement. | E | AF |
| **SPECIAL REQUIREMENTS** |  |  |
| Possess a full current driving licence and use of own car. | D | AF |
| Ability to work flexible hours | E | AF/I |

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| **KEY** | AF | Application Form |
| **I** | Interview |
| **C** | Certificate |
| **T** | Test |
| **P** | Presentation |

**Organisation Chart**