Job Description

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| **Job Title** | Payroll & Pensions Officer |
| **Grade** | F |
| **Reporting To** | Payroll Manager/Team Leader |
| **JD Ref** | FN/05/077 |

Purpose

Deliver accurate and efficient transactional and administrative payroll & pensions services to local authority and schools’ employees, and other external customers. The role involves calculating, recording, and processing payroll and pensions transactions in compliance with relevant legislation and local policies. The Payroll & Pensions Officer is responsible for analysing and assessing data to determine outcomes related to payments, maintaining business support systems, and providing advice and support to colleagues and customers on payroll processes. The post holder will ensure all documentation is processed in accordance with Council retention and destruction policies, contribute to the achievement of performance targets, and assist in the ongoing development and improvement of payroll and pensions services. The role requires a strong customer focus, attention to detail, and the ability to work independently to prioritise workloads and meet deadlines.

Main Duties And Responsibilities

**Behavioural:**

* Provide and promote a customer-focused service in conjunction with other Council service providers.
* Display excellent customer core skills at all times.
* Work flexibly to suit the needs of the organisation.
* Maintain confidentiality and handle personal and sensitive data appropriately.
* Be proactive in contributing to the achievement of statistical and qualitative performance targets.
* Assist in the development and improvement of business transactions/systems by sharing ideas, identifying problems, and offering possible resolutions.
* Prioritise workloads and meet deadlines within agreed performance targets.

**Communication, Engagement and Training:**

* Demonstrate good interpersonal and communication skills.
* Develop constructive working relationships with colleagues and customers.
* Provide advice and guidance to customers in relation to payroll and pensions processes and outcomes.
* Act as a point of escalation for more complex and sensitive issues, providing advice and support to colleagues.

**Data Analysis and Decision-Making:**

* Analyse and assess data/information to determine outcomes in relation to the payment and/or collection of financial transactions.
* Perform data input to business support systems to record and comply with assessment outcomes.
* Apply knowledge and understanding of the specialist area to determine appropriate actions that produce consistent and accurate results.
* Demonstrate the ability to analyse information and make appropriate decisions.
* Resolve issues arising from own work and that of others within the team; escalate complex problems to the line manager when necessary.
* Ensure accuracy of information and payments that impact budgets or financial controls.
* Work to well-defined standard business processes to analyse information and perform more complex tasks.

**Performance Management:**

* Be proactive in contributing to the achievement of statistical and qualitative performance targets.
* Ensure workloads are prioritised and deadlines achieved within agreed performance targets.
* Routinely process personal and confidential data accurately and securely.
* Ensure business transactions and document management are timely and accurate.
* Work to well-defined standard business processes to perform complex tasks efficiently.
* Follow business transaction processes without supervision, maintaining consistency and reliability in outcomes.

**Compliance:**

* Ensure all business transactions are processed in accordance with relevant legislation and local conventions.
* Maintain compliance with Council policies and procedures, including document retention and destruction policies for both manual and electronic systems.
* Routinely process personal and confidential data in line with confidentiality requirements.
* Ensure accuracy of information and payments that impact budgets or financial controls.
* Work to well-defined standard business processes to ensure consistency and compliance.
* Ensure business transactions and document management are compliant with Council policy and legislative requirements.
* Apply knowledge of relevant specialist legislative requirements (e.g., payroll, parental leave, sickness, pensions).
* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Regularly operate and maintain business support systems (both electronic and manual).
* Perform scanning, filing, and other document management tasks in line with Council retention and destruction policies.
* The job role profile may be reviewed and amended in consultation with the post holder to reflect organisational and service requirements.
* Able to work independently without supervision, following established business transaction processes.
* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Formal payroll qualification (such as CIPP or BTEC)

**Knowledge & Skills**

* Demonstrate comprehensive IT skills, including use of Microsoft 365 (especially Excel).
* Ability to work in a fast-paced environment to tight deadlines
* Knowledge of relevant payroll and pensions legislation
* Ability to manually calculate payroll and other statutory payments
* Desirable – Use of Zellis ResourceLink
* Desirable – Knowledge of local government and schools’ support staff and teachers’ terms and conditions
* Desirable - Knowledge of LGPS, NHS and Teachers’ pensions

**Experience**

* Experience of working in busy payroll office.
* Experience of pensions’ administration
* Desirable – Knowledge and experience of working in local government

Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:*:*

* Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Insert name & designation

Date Of Approval: Insert date (only upon final approval)