

Job Description

Job Element	
Job title:	Payroll Administrator
Department:	Liaison Workforce
Reports to:	Payroll Supervisor
Location:	Worcester
Permanent, FTC or temporary:	Permanent
Full or part time:	Full time
Job summary:	<p>Working within a set of key performance indicators (KPIs) the post holder prepares and runs high quality and timely outsourced weekly payrolls for clients in accordance with both statutory and business rules.</p> <p>Accurately resolves payroll related queries and cases, producing custom reports, management information and HMRC reporting whilst working closely as part of a strong and effective payroll team.</p>
Principal tasks and activities:	<ul style="list-style-type: none"> • Working to achieve defined KPIs, prepare and run high quality and timely outsourced weekly payrolls for clients in accordance with both statutory and business rules • Coach clients, users and colleagues on the requirements to successfully enable weekly outsourced payrolls to run on time • Accurate and timely provision of HRMC reporting and management information • Accurate processing of Personal Service Company (PSC) self-bill invoices • Accurate calculation of income tax, NI, student loans etc • Administer P45, P46, P11, P60's and pensions • Undertake Real Time Information (RTI) submissions • Accurate completion of reconciliations

	<ul style="list-style-type: none"> • Timely and effective handling of payroll query and case resolutions • Prioritise a high workload, ensuring additional tasks, are prioritised and completed accurately and on time • Ensure new starter records are maintained to reflect accurate information at all times and candidate's timesheets are chased accordingly • Ensure internal and external KPIs and service level agreements (SLAs) are met • Where required, support and train fellow team members
<p>Person specification:</p> <p>Experience</p> <p>Skills & competencies</p> <p>Qualifications & training</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable understanding and experience of running payrolls • Confident in the use of Microsoft Office suite particularly Outlook and Excel • Strong knowledge of working pensions • Sound payroll and administration knowledge within a multifunctional environment where applicable <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in a busy payroll environment • Good coaching skills <p>Essential:</p> <ul style="list-style-type: none"> • Excellent customer service and relationship building skills • Planning and organising • Attention to detail, accuracy and quality • Excellent communication skills, both written and verbal • Persuasiveness and influencing • Deal with sensitive and personal information • Ability to maintain a calm and mature attitude at all times • Excellent numerical skills/data analysis/reporting <p>Essential:</p> <ul style="list-style-type: none"> • Minimum five GCSEs/O level equivalent (grade C or above) including Maths and English



<p>Environmental considerations e.g. use of a car</p> <p>Behaviours in line with company values</p>	<p>N/A</p> <p>Essential:</p> <ul style="list-style-type: none"> • Strong team player • Results orientated
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Customer satisfaction • Accuracy of work • Enquiries and transactions processed and recorded in appropriate systems • Throughput of work/productivity. • Contribution to team goals and objectives • Regularly review processes to drive continual improvement
<p>Miscellaneous:</p>	<p>In addition, the postholder will be expected to:</p> <ul style="list-style-type: none"> • Undertake training and development deemed necessary for the pursuance of the post. • Ensure that Health & Safety is observed in the course of employment. • Comply with the contract of employment and company policies and procedures. • Comply with any reasonable requests which may be communicated by the company from time to time <p>This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.</p> <p>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>

