

Job Description

Job Element	
Job title:	Workforce Operations Manager - Payroll
Department:	Workforce – Service Centre
Reports to:	Head of Customer Support
Location:	Worcester
Permanent, FTC or temporary:	Permanent
Full or part time:	Full time
Job summary:	<p>To lead the payroll, disbursement and pensions function, responsible for the preparation and production of weekly outsourced payrolls, ensuring that all staff are capable of regularly generating accurate and timely payments for clients and their staff, in accordance with both statutory and company rules. Also responsible for ensuring the accurate and on time reporting of contributions across numerous pension schemes, as well as the accurate and timely disbursement of agency fees.</p> <p>To drive for performance improvement and results through innovative practice, continual improvement and performance management to deliver organisational priorities.</p> <p>To ensure that a strong performance culture is maintained that attracts, values and retains the most talented and committed team members.</p> <p>To work collaboratively as part of the Service Centre management team to deliver the shared goal of world class service to internal and external customers.</p>
Principal tasks and activities:	<ul style="list-style-type: none"> • Ensure accurate and timely payroll, pension and disbursement processing including month end and year end reconciliation • Ensure compliance, through Liaison, with all relevant payroll and pension related legislation and statutory obligations • Anticipating and keeping the business and Service Centre up to date on forthcoming legislative changes, ensuring necessary system changes are implemented at the required time

	<ul style="list-style-type: none"> • Identify and manage projects to improve payroll and pension systems, processes and procedures enabling the delivery of world class standards within the Service Centre • Provide leadership and direction to the team and act as a role model across the Service Centre • Lead and manage the teams on a day to day basis and monitor performance ensuring all operational activities are carried out within key performance indicators (KPIs) and service levels agreements (SLAs) • Ensure that a strong culture of teamwork is maintained aligned to Liaison’s core values. • Responsible for the management of team training and development needs, ensuring that appropriate training/support is given so that team members have the necessary skills to carry out their work to the required standards. • Responsible for the engagement of the team, identifying and executing staff engagement activity that ensures the team are fully aligned with the rest of the service centre, ensuring the team are demonstrating the company values. • Provide innovative solutions and insight to drive the department forward – specifically for process re-design, software specification and set up • Facilitate problem solving and collaboration and act as a point of escalation • Maintain confidentiality at all time
<p>Person specification:</p> <p>Experience</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Understanding of interfaces between payroll, finance and pensions • Proven track record in building and leading a world class culture in the provision of services within a complex organisation • Effective leadership and development of large teams and direct reports • Performance management and delivery of Key Performance Indicators (KPIs) • Proven track record in systems development and process re-engineering to streamline and reduce transactional payroll processes <p>Desirable:</p> <ul style="list-style-type: none"> • Expertise in payroll and pension administration best practice • Understanding of income tax, NI, UK Payroll legislation and the

Liaison Workforce | Liaison Court
 Vincent Road | Worcester | WR5 1BW

E jobs@liaisongroup.com
T +44 (0)845 603 9000
W liaisongroup.com



<p>Skills & competencies</p>	<p>HMRC</p> <ul style="list-style-type: none"> • Experience of supporting the delivery of workforce management operational plans • Knowledge and experience of producing payroll related computerised client and performance related management information reports <p>Essential:</p> <ul style="list-style-type: none"> • Ability to develop team members to maximise a right first-time quality service • Ability to drive improvements in results and level of client feedback through close management of work volumes, deliverables and coaching of staff • Ability to develop supervisors/team leaders through delegated activities within their responsibilities to ensure improvements to the accuracy of service is achieved • Develop and maintain excellent and effective/joined up team working relationships across the Service Centre. • Ability to ensure consistent best practice is adopted and maintained • Excellent communication skills and the ability to handle complaints and numerous general enquiries from both internal and external sources. • Ability to work under pressure, and maintain a client service focus, • Proactive approach to planning and organising the Payroll function
<p>Qualifications & training</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Degree or equivalent qualification in a relevant subject or appropriate level of professional expertise or demonstrable equivalent experience working within a Payroll and/or customer service transactional environment • Evidence of continuing professional development
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Customer satisfaction. • Customer complaints • Performance and people management • Resource management • Accuracy of work • Delivering service within KPIs and SLAs • Throughput of work/productivity • Staff feedback and engagement

Liaison Workforce | Liaison Court
 Vincent Road | Worcester | WR5 1BW

E jobs@liaisongroup.com
T +44 (0)845 603 9000
W liaisongroup.com



Miscellaneous:

In addition, the postholder will be expected to:

- Undertake training and development deemed necessary for the pursuance of the post.
- Ensure that Health and 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

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.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.

Liaison Workforce | Liaison Court
Vincent Road | Worcester | WR5 1BW

E jobs@liaisongroup.com
T +44 (0)845 603 9000
W liaisongroup.com

