

# JOB DESCRIPTION

| JOB DETAILS            |                         |
|------------------------|-------------------------|
| Job Title              | Payroll Officer         |
| Reports to             | Payroll Account Manager |
| Band                   | Band 4                  |
| Department/Directorate | Payroll / HR            |

## JOB PURPOSE

Promoting excellence in customer service and upholding the reputation of the service, the post holder will as part of the payroll team, be responsible for the processing of information and data, via electronic systems, emails, and other methods, to produce prompt and accurate payments to employees of the Trust.

To be responsible for the creation of the output files from the Trust's E- rostering and E-Expenses systems, verifying data within the output files, identifying and resolving issues from the interface.

To ensure that all payments are made with regard to Trust policies, Agenda for Change Conditions of Service, Medical and Dental Conditions of Service, HMRC regulations and NHS Pensions regulations

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

### Electronic Staff Record system (ESR).

- Ensuring that changes in employee records are processed accurately and timely manner;
- Promotions – Ensuring that the appropriate regulations are followed with regards salary step, incremental dates, competencies
- Terminations – ensuring that terminations are actioned, capturing all relevant details required by Trust reporting,
- Increment / Grade Step Progressions – Ensuring that the employee has successfully undertaken a PDR prior to progressing,
- Assisting Employees and managers to answer queries or resolve issues with the ESR system,
- To ensure the Hierarchy of supervisors within ESR is accurate and up to date,
- To ensure that the data quality of information within the ESR system is accurate, ie Position numbers, Locations, Elements used for payment, etc.
- To ensure that voluntary deductions from pay (unions, GAYE, Salary Exchange schemes, car parking) are appropriately actioned,
- Ensuring the accuracy of employee annual leave entitlements within ESR, reflecting competed years of service,
- Ensuring the accuracy of Sickness records within ESR, adjusting as necessary to reflect industrial injuries, third party claims etc.
- To ensure that all details received from HMRC in relation to tax codes for individuals is actioned and that the record is accurate,

### Electronic Rostering System

- Ensuring that the roster interface is actioned in line with published deadlines,
- That the information transferred is accurate and that issues are resolved and errors escalated appropriately,
- Assisting employees and managers with roster queries.

### **Electronic Staff Expenses system**

- Ensuring that the expenses interface is actioned in line with published deadlines and that the information transferred is accurate, that issues are resolved and errors escalated appropriately,
- Ensuring that claims made are in accordance with Trust Policy, Agenda for Change or Medical and Dental conditions of service and HMRC regulations.
- To ensure the Hierarchy of approvers within ESR is accurate and up to date,
- To ensure that changes in employee records are processed ;
- To ensure that the cost centre details and team members are accurately maintained.
- To ensure that car details are accurate and that mileage rates are appropriate to the vehicle

### **Payroll Run**

- To ensure that the Payroll Run process follow the IBM / NHS Central Team best practice process,
- To ensure that all necessary reports are run in the ESR system, that output files are reviewed, investigated and appropriately stored,
- To ensure that payroll checks are completed and issues and errors corrected,
- That all issues identified in the payroll run process are actioned and completed, this will include the retry process to correct issues and errors, the creation of overpayment recovery plans as necessary,
- That any irregularities are escalated to the appropriate level,
- To ensure that the payslip production run is in line with published dates.

### **Additional Tasks**

- Dealing with the full range of pay or pay related questions from managers, employees, HR colleagues, and external organisations (HMRC, DWP).

## **KEY WORKING RELATIONSHIPS**

Areas of Responsibility: (type of work undertaken) Payroll Processing

No. of Staff reporting to this role: (If applicable) None

| <b>Internal to the Trust</b>                                                                                                                                                                                                                                                                                                                                                                       | <b>External to the Trust</b>                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• All employees of the Trust (Clinical and Non clinical)</li><li>• Trust service managers</li><li>• HR Service Centre manager</li><li>• ESR manager</li><li>• Payroll Account manager</li><li>• Pensions manager</li><li>• HR Business Partners</li><li>• HR transactional team</li><li>• HR Helpdesk</li><li>• Other departments within the Trust</li></ul> | <ul style="list-style-type: none"><li>• HMRC</li><li>• Other UK Government agencies</li><li>• Building societies and Banks (re Mortgage / Insurance details)</li></ul> |

## ORGANISATIONAL CHART

| Role                                                          | Band | WTE  |
|---------------------------------------------------------------|------|------|
| Head of Payroll, Pensions and Reward                          | 8b   | 1.00 |
| Payroll and Pensions Operational Lead for Payroll and Pension | 8a   | 1.00 |
| Payroll Account Manager                                       | 6    | 1.00 |
| Senior Payroll Officer                                        | 5    | 1.00 |
| Payroll Officer                                               | 4    | 7.00 |
| Payroll Administrator                                         | 3    | 2.00 |
| Payroll Administration Assistant                              | 2    | 1.87 |
| Pensions Manager                                              | 6    | 1.80 |
| Pensions Officer                                              | 4    | 1.34 |
| Pensions Administration Assistant                             | 2    | 0.70 |
| <b>Total WTE across merged trust team = 18.71</b>             |      |      |

### FREEDOM TO ACT

- Will be working to the payroll calendar to achieve payroll closures, will have an allocation of workload from Payroll Seniors, but will be expected to manage own workload, and support others in time of absence, additional projects.
- Workload will be managed rather than Supervised

### COMMUNICATION/RELATIONSHIP SKILLS

- The ability to communicate sensitive information tactfully and with empathy, to calm a volatile situation and is able to present financial data to non-financial staff.
- Ability to discuss issues to overcome barriers such as overpayment positions and recovery plans. Discussion may include barriers to understanding the resolution of the overpayment but also where the recovery plan proposed may cause issues for the employee and being able to resolve that barrier.
- Communicates Payroll, NHS conditions, HMRC regulations in a simplified form to Non-Finance people

### ANALYTICAL/JUDGEMENTAL SKILLS

- Ability to review information types received within the payroll function, from other departments (pay details, Changes, protection), various Trust systems (ie Career Gateway, Rostering, Expenses), to analyse and assess input and output to identify potential discrepancies or errors and to take action to resolve

### PLANNING/ORGANISATIONAL SKILLS

- Whilst having an allocation of work directed by Payroll Seniors, will be expected to manage own workload whilst following SOPs, Payroll End to End Practices on checks and reviews, will understand the timetables of submission dates to payroll, to monitor and take action on noncompliance, and to escalate where barriers are encountered.
- Requirement to review own workloads in association with other team members in order to achieve timeframes for both weekly and monthly payroll schedules, re timeframes for Interface actions, Starters, Movements and Leavers actions completed

- All payments will be made in line with AFC, M and D conditions, Local Policies and HMRC regulations, supported by payroll seniors where any clarification required or dispute is experienced.

#### **PATIENT/CLIENT CARE**

- Assists patients / clients / relatives during incidental contacts

#### **POLICY/SERVICE DEVELOPMENT**

- Will follow Trust policies and procedures in own role, no responsibility for service development but may be required to comment on policies, procedures or possible developments
- Proposes changes to working practices and Procedures and implements policy changes in own area.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Within payroll function is required to ensure that pay and expenses are reviewed and confirmed as correct prior to BACs submission

#### **HUMAN RESOURCES**

- Will assist with the supervision of workloads and demands upon Band 3 and Band 2 colleagues in the payroll team
- Demonstrates activities, work routines to other junior payroll staff

#### **INFORMATION RESOURCES**

- Responsible for data entry and interface upload checks in ESR system
- Will use ESR, BI, Roster, Expenses to extract reports and use to inform Payroll Seniors

#### **RESEARCH AND DEVELOPMENT**

- Undertakes surveys and Audits as necessary to own work.
- Designs and undertakes complex audits on Payroll output to confirm accuracy

#### **PHYSICAL SKILLS**

- Use of standard keyboard skills
- Inputs into systems for a significant part of the day, where speed and accuracy are necessary

#### **PHYSICAL EFFORT**

- A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

#### **MENTAL EFFORT**

- There is a frequent requirement for prolonged concentration, whilst inputting data, reviewing outputs and reports

#### **EMOTIONAL EFFORT**

- The role holder will be exposed to occasional emotional or distressing circumstances in dealing with complex over / under payment cases,

#### **WORKING CONDITIONS**

- Exposure to unpleasant working conditions or hazards is rare.
- Uses keyboard for significant proportion of the day

#### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

## Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

|                  |                 |
|------------------|-----------------|
| <b>Job Title</b> | Payroll Officer |
|------------------|-----------------|

| Requirements                                                                                                                                                                                     | Essential | Desirable |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b><u>QUALIFICATIONS/SPECIAL TRAINING:</u></b>                                                                                                                                                   |           |           |
| 5 GCSE including English and Math's Grades A – C (or equivalent)                                                                                                                                 | E         |           |
| Payroll Qualification – NVQ 3 or Diploma or equivalent experience                                                                                                                                | E         |           |
| Demonstrable experience of dealing with non-routine queries and administrative processes where problem-solving skills are regularly deployed and service improvements / practices have been made | E         |           |
| <b>EXPERIENCE</b>                                                                                                                                                                                |           |           |
| Previous clerical and computer experience gained in a working environment                                                                                                                        | E         |           |
| Previous payroll / pension experience                                                                                                                                                            | E         |           |
| Demonstrate knowledge and ability to use Word and Excel                                                                                                                                          | E         |           |
| Previous experience of ESR or Oracle system                                                                                                                                                      |           | D         |
| Knowledge of use of an E Rostering system                                                                                                                                                        |           | D         |
| Knowledge of use of an E Expenses system                                                                                                                                                         |           | D         |
| <b>KNOWLEDGE/SKILLS</b>                                                                                                                                                                          |           |           |
| Good communication / interpersonal skills                                                                                                                                                        | E         |           |
| Enthusiastic                                                                                                                                                                                     | E         |           |
| Ability to be a team worker                                                                                                                                                                      | E         |           |
| Ability to work in a busy environment                                                                                                                                                            | E         |           |
| Flexibility                                                                                                                                                                                      | E         |           |
| Motivated                                                                                                                                                                                        | E         |           |
| <b>OTHER REQUIREMENTS</b>                                                                                                                                                                        |           |           |
| Appreciation of and ability to work in a confidential environment                                                                                                                                | E         |           |

|                                                                                        |   | FREQUENCY                                 |   |   |   |
|----------------------------------------------------------------------------------------|---|-------------------------------------------|---|---|---|
|                                                                                        |   | (Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
| WORKING CONDITIONS/HAZARDS                                                             |   | R                                         | O | M | F |
| <b>Hazards/ Risks requiring Immunisation Screening</b>                                 |   |                                           |   |   |   |
| Laboratory specimens                                                                   | N |                                           |   |   |   |
| Contact with patients                                                                  | N |                                           |   |   |   |
| Exposure Prone Procedures                                                              | N |                                           |   |   |   |
| Blood/body fluids                                                                      | N |                                           |   |   |   |
| Laboratory specimens                                                                   | N |                                           |   |   |   |
| <b>Hazard/Risks requiring Respiratory Health Surveillance</b>                          |   |                                           |   |   |   |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |                                           |   |   |   |
| Respiratory sensitisers (e.g isocyanates)                                              | N |                                           |   |   |   |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)                | N |                                           |   |   |   |
| Animals                                                                                | N |                                           |   |   |   |
| Cytotoxic drugs                                                                        | N |                                           |   |   |   |
| <b>Risks requiring Other Health Surveillance</b>                                       |   |                                           |   |   |   |
| Radiation (>6mSv)                                                                      | N |                                           |   |   |   |
| Laser (Class 3R, 3B, 4)                                                                | N |                                           |   |   |   |
| Dusty environment (>4mg/m3)                                                            | N |                                           |   |   |   |
| Noise (over 80dBA)                                                                     | N |                                           |   |   |   |
| Hand held vibration tools (=>2.5 m/s2)                                                 | N |                                           |   |   |   |
| <b>Other General Hazards/ Risks</b>                                                    |   |                                           |   |   |   |
| VDU use (> 1 hour daily)                                                               | Y |                                           |   |   | Y |
| Heavy manual handling (>10kg)                                                          | N |                                           |   |   |   |
| Driving                                                                                | N |                                           |   |   |   |
| Food handling                                                                          | N |                                           |   |   |   |
| Night working                                                                          | N |                                           |   |   |   |
| Electrical work                                                                        | N |                                           |   |   |   |
| Physical Effort                                                                        | Y |                                           |   | Y |   |
| Mental Effort                                                                          | Y |                                           |   | Y |   |
| Emotional Effort                                                                       | Y |                                           | Y |   |   |
| Working in isolation                                                                   | N |                                           |   |   |   |
| Challenging behaviour                                                                  | Y |                                           | Y |   |   |