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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS**  |
| **Job Title**  | Payroll / Pensions Assistant |
| **Reports to**  | Payroll Service Delivery Manager / Accounts Manager Pensions and Benefits  |
| **Band**  | AfC Pay scale Band 2 |
| **Department/Directorate**  | People Directorate |

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| **JOB PURPOSE**  |
| Promoting excellence in customer service and upholding the reputation of the service, the post holder will as part of the payroll / pensions team, be responsible for the processing of information and data, via electronic systems, emails, and other methods, to produce prompt and accurate payments and or Pensions deductions for employees of the Trust, in both monthly and weekly payrolls The job holder will ensure all National, Local and Statutory requirements and returns are met for prompt and accurate payment of salaries, earnings, expenses and pensions to Trust staff & Bank workers and the Trust’s other NHS payroll customers. Ensuring optimum customer experience for internal & external stakeholders whilst meeting process and audit standards in line with Standing Financial Instructions. . |
| **KEY WORKING RELATIONSHIPS**  |  |
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| **Internal to the Trust** | **External to the Trust** |
| * Executive Directors
* Non Executive Directors
* Divisional Directors
* Heads of Department and Corporate services
* Senior Clinical staff
* HR Colleagues
* Finance Teams
 | * Client Organisation staff at Executive Director level responsible for SLA delivery in Finance, HR and Workforce
* Staff Organisation Representatives
* Senior colleagues from other NHS organisations
* NHS Regional Personnel
* Representatives from Professional bodies and staff side organisations
* HMRC
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| **ORGANISATIONAL CHART**  |
|  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**  |
| 1. Inputs and processes Payroll and or NHS Pensions information, completing routine transactions in accordance with procedures. 2 Responds to routine enquiries from staff / third party organisations and investigate queries as required3 Will support staff with pay or NHS Pensions queries  |
|  **Communication and Relationship Skills** |
| .* Provides information to manager and colleagues orally and electronically with regards to payroll status and Pensions provision.
* Answers routine queries from staff and third party providers
 |
| **KNOWLEDGE TRAINING AND EXPERIENCE** |
| * Role holder will have knowledge of Payroll and or Pensions systems (ESR, SEL, POL,)and knowledge of HMRC regulations, NHS and Medical and Dental Terms and Conditions of Service.
* Ideally, Post holder will have an NVQ 2 related to Payroll or Pensions or Finance
* Demonstrate sound knowledge of Microsoft functions,( Excel, Access, Powerpoint Publisher)
 |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Analysis of problems relating to payroll, and NHS Pensions
* Investigation of Payroll and / or NHS Pensions queries and discrepancies.
* Analysis of Payroll data to identify errors and resolves problems from a range of options.
* Carries out detailed calculations about Pay and NHS Pensions and refers to senior payroll staff for decision on how to resolve over / under payments
 |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * In conjunction with payroll seniors, plans workload to ensure weekly and monthly payroll runs are completed in line with payroll timetables.
 |
| **PHYSICAL SKILLS**  |
| * Inputs and manipulates Payroll / NHS Pensions data into databases and spreadsheets , where speed and accuracy are necessary, from ESR, BI, SEL Expenses,
 |
| **PATIENT/CLIENT CARE**  |
| * Assists patients/clients/relatives during incidental contacts.
 |
| **POLICY/SERVICE DEVELOPMENT**  |
| Follows guidelines and policies, may be require to comment on changes in procedures within own team / role |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Inputs overtime, enhancements, staff expenses payments into system for payment
* Actions changes to basic pay in ESR for payment

  |
| **HUMAN RESOURCES**  |
| * Demonstrates own role in local induction training for new payroll / pensions staff
 |
| **INFORMATION RESOURCES**  |
| * Inputs payroll and / or pensions details into ESR, POL, SEL, and other Computerised databases and systems,
* Inputs data into spreadsheets and databases for specific requirements and simple reporting,
 |
| **RESEARCH AND DEVELOPMENT**  |
| * Undertakes surveys and Audits as necessary to own work.
 |
| **FREEDOM TO ACT**  |
| * Will work with reference to policies and procedures, escalating where necessary,
* Will refer issues to line manager for guidance and support
* Manager / supervisor will confirm weekly monthly routine for payroll timetables
 |
| **PHYSICAL EFFORT**  |
| * Inputs at the keyboard for the greater part of the day
 |
| **MENTAL EFFORT**  |
| * Concentration is required when inputting data, checking and reconciling information, making calculations, and when answering queries from staff / third parties.
* May be required to switch tasks in responding to queries
* Requirement to concentrate for long periods when inputting data and when analysing data / statistics
 |
| **EMOTIONAL EFFORT**  |
| * The role holder will rarely be exposed to emotional or distressing circumstances in dealing with complex overpayment cases.
 |
| **WORKING CONDITIONS** |
| * Exposure to unpleasant working conditions or hazards is rare.
 |
| **OTHER REQUIREMENTS** |
| To take part in regular performance appraisal.To undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingTo contribute to and work within a safe working environment The post holder is 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 infectionAs 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. |
| **APPLICABLE TO MANAGERS ONLY** |
| Employee health and wellbeing is an important function and is imbedded within the ESR team Managers responsibilities. ESR Managers support staff through Individual circumstances, personal crisis situations. ESR Managers are able to identify signs of stress and anxiety and are aware pf the pathways available within the Trust to offer support. |
| **THE TRUST- VISION AND VALUES**  |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:Honesty, Openness & IntegrityFairness,Inclusion & CollaborationRespect & DignityWe recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing. We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |
| **POST**  | Payroll / Pensions Assistant |
| **BAND**  | Band 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**5 O levels including Maths and English or experienceProfessional level Payroll (IPPM) qualification or equivalent NVQ4 or relevant experienceEvidence of continuing professional education | E | DD |
| **KNOWLEDGE / SKILLS** Demonstrable knowledge of Payroll / NHS Pensions processes including payment of staff expenses. Demonstrable knowledge of HMRC legislation Conversant with NHS ESR system Conversant with NHS Pensions on Line system Good interpersonal skills to enable effective communication with all levels of staff on a range of payroll and or Pensions related topics. Detailed knowledge of Data Protection Act Ability to analyse, interpret, evaluate and disseminate information.Ability to investigate, analyse and resolve payroll and / or Pensions issues.. | EE | DDDDDD  |
| **EXPERIENCE** Experience of previous Payroll or NHS pensionsPrevious experience of ESR (Oracle) systems  | E | D  |
| **PERSONAL ATTRIBUTES**Customer FocusedEnthusiastic and determination to succeed Excellent communicator both written and oral involving provision of complex information Team PlayerAttention to detailPersuasive and good negotiation skills | EEEEEE |  |
| **OTHER REQUIRMENTS** Flexibility of hours of work. The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | EEE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
|  |
| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
|  |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  |
| 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 |  |  |  |  |
|  |  |  |  |  |
| **Risks requiring Other Health Surveillance** |  |  |  |  |
| 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 |  |  |  |  |
|  |
| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y | Y |  |  |  |
| Driving | Y |  | Y |  |  |
| 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 |  |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Safeguarding Children | Group 1 | 🞏 | Blood Transfusion | BDS18 collection | 🞏 | Consent Training | 🞏 |
|  | Group 2 | 🞏 |  | BDS 19 & 20 Preparing & Administering  | 🞏 | VTE Training | 🞏 |
|  | Group 3 | 🞏 |  | BDS 17 Receipting | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | 🞏 |  | Obtaining a blood sample for transfusion | 🞏 | The importance of good clinical record keeping  | 🞏 |
|  |
|  | Group 5 | 🞏 |  | Annual Update | 🞏 | Antimicrobial Prudent Prescribing  | 🞏 |
|  | Group 6 | 🞏 |  |  |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | 🞏 | Safeguarding Adults Awareness  | Clinical Staff  | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8  | 🞏 | Non Clinical Staff  | 🞏 |  |  |
| Manual Handling – Two Year | 🗹 | Falls, slips, trips & falls  | Patients | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | 🗹 |  | Staff/Others | 🞏 |  |  |
| Fire | Annual | 🞏 | Investigations of incidents, complaints and claims | 🞏 |  |  |
|  | Two Yearly | 🞏 | Conflict Resolution – 3 yearly | 🞏 |  |  |
| Infection Control/Hand Hygiene | Annual requirement | 🞏 | Waterlow  | 🞏 |  |  |
|  | One-Off requirement | 🞏 | PUCLAS  | 🞏 |  |  |
| Information Governance | 🗹 | Clinical Waste Management | Application principles for clinical staff  | 🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | 🗹 | Application principles for housekeeping  | 🞏 |  |  |
|  |  | Application principles for portering and waste  | 🞏 |  |  |

**APPENDIX 22**

**STRUCTURE CHANGE JUSTIFICATION FORM FOR NEW JOBS**

|  |  |
| --- | --- |
| Division/Directorate & Specialty:  |  |
| Line Manager's Name:  |  |
| Approved structure: |  |
| Revision to structure being proposed: |  |

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

|  |
| --- |
| How does this revised structure compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes: |
|  |
| Explain why this structure change is required, and how this has come about: |
|  |
| Have any other options been considered? If so what? |
|  |
| Describe impact if this decision is not supported: |
|  |
| Any other information to support this application: |
|  |
| Manager’s Signature: | Print Name: | Date: |
|  |  |  |
| Divisional Director Signature: | Print Name: | Date: |
|  |  |  |
| Chief Operating Officer Signature: | Print Name: | Date: |
|  |  |  |

**APPENDIX 22**

**STRUCTURE CHANGE JUSTIFICATION FORM FOR RE-BANDING**

|  |  |
| --- | --- |
| Division/Directorate & Specialty:  |  |
| Line Manager's Name:  |  |
| Approved structure: |  |
| Revision to structure being proposed: |  |

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

|  |
| --- |
| How does this re-banding compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes: |
|  |
| Explain the service needs for the re-banding |
|  |
| Explain why this re-banding is required |
|  |
| Explain how this re-banding will improve the structure and add value: |
|  |
| Have any other options been considered? If so what? |
| . |
| Describe impact if this job is not re-banded: |
| Risk of losing existing talent and unable to attract talent at comparable and required level. |
| Any other information to support this application:  |
|  |
| Manager’s Signature: | Print Name: | Date: |
|  |  |  |
| Divisional Director Signature: | Print Name: | Date: |
|  |  |  |
| Chief Operating Officer Signature: | Print Name: | Date: |
|  |  |  |