**JOB SPECIFICATION**

**JOB DESCRIPTION**

**JOB TITLE** Payroll and Accounts Officer

**DIRECTORATE** Resources

**SERVICE GROUP** Finance & Business Services

**UNIT** Finance

**GRADE** 9

**RESPONSIBLE TO** Payroll Manager

**RESPONSIBLE FOR** No direct reports

**MAIN PURPOSE OF JOB**

To primarily focused on administering and processing payments/deductions and sickness of absence functions of the payroll process while assisting the Payroll Manager in the administration of the payroll and pension services. The role is also providing support to the Transactions team in maintaining debtors, creditors and bank records for Hertsmere Borough Council.

**MAIN DUTIES**

1. To run the GoodShape monthly absence report for sickness processing and to review and annotate each case.
2. To run the sickness process into Chris21 and manually check the output report to ensure deductions/adjustments are correct.
3. To annotate sickness pay changes clearly and methodically in Chris21 and on template spreadsheet.
4. To appraise HR on monthly sick cases and advise the ones requiring HR response.
5. To administer HR21, payroll self-service overtime and expenses application, including setting up new users, supporting existing users and training new users if required.
6. To process overtime and expenses systematically at key periods including at the start of the monthly payroll cycle and to clear exception found in the reports.
7. To annotate overtime reports accurately and store them in the monthly processing folder so that it can be referenced quickly if needed.
8. To assist in the processing of starters and leavers, change requests and holiday payments and check for accuracy.​
9. Run key payroll reports and check calculations are correct.
10. Distribute electronic payslips to staff and post paper copies to staff unable to receive e-payslips.
11. Complete tasks on the payroll schedule after BACS creation including General Ledger Interface and ACA reports.
12. Complete the annual accounts (Red Book) and reconcile the payroll with the annual accounts.
13. Create PAYE, pension and third parties payments vouchers.
14. Create and maintain all employee personnel documents electronically on the file server in-line with payroll standards.
15. Perform housekeeping of payroll documents at EoY and archive, for safe removal, information in line with GDPR.
16. To deal with enquiries from all members of staff regarding pay related matters.
17. Log all pay and pensions related queries on the payroll tracking spreadsheet.
18. To provide cover for the Payroll Manager.
19. To assist when required in the internal and external payroll audit process.
20. To proactively contribute to the regular review and improvement of payroll procedures, and to participate in the implementation of these procedures.
21. To provide support to the Transaction team in processing transactions and adjustments relating to bank, cash debtors and creditors.
22. To perform balance sheet and other reconciliations relating to bank, cash, debtors and creditors.
23. To provide cover, when needed, for any member of the Transactions team.
24. To undertake any other duties expected of the role to meet the needs of the business.

**RECORDING INFORMATION AND EMPLOYEE RECORDS**

1. To ensure that full records are maintained audit purposes; including payments received by post or through customer services.
2. Keep records of sickness and compare with sick pay entitlement. Record SSP, SMP and related statutory leave types and pay the relevant rates as specified in legislation for the required length of time. To advise HR and individuals of sick pay entitlements and benefits.
3. To maintain statutory Inland Revenue and Pensions returns records.
4. File information accurately and securely in payroll folders according to payroll standards.

**OTHER DUTIES**

1. To compile staff awards payment for Benefits in Kind reporting.
2. Safeguard children, young people and adults at risk and make referrals to the appropriate agency.

**NOTE**

This list of duties is not exclusive or exhaustive and the post holder may be requested to perform other duties commensurate with their grade and capabilities.

This list of duties will be reviewed with the post holder on a regular basis. The post holder will be kept fully aware of emerging changes in requirements and will be expected to be flexible in their approach to work reflecting the Council’s requirement to work in partnership across the organisation.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **Criteria** | | **Essential / Desirable** | **Assessment**  A - Application  I - Interview  T - Test  D - Documentation |
| Qualifications & Training | Educated to at least GCSE (or equivalent) standard, including English and Maths, or equivalent.  CIPP Payroll Technician Certificate or equivalent. | E  D | A, D, T  A, I |
| Experience | Experience of working within Payroll / HR  Demonstrable Payroll experience  Local government experience | E  D  D | A, I  A, I  A, I |
| Knowledge | Knowledge and understanding of income tax, National Insurance, sickness entitlements and Superannuation.  Awareness of payroll-related legislation, e.g. tax and taxable benefits  Understanding and application of maintaining confidentiality at all times,  Computer literate in the use of a variety of software for data handling and transmission  Knowledge of Political and Democratic context in which the Council operates. | E  E  E  E  D | A, I, T  A, I  A,I  A, I  A, I |
| Competences | **Customer Focus**   * Takes a customer service approach to service delivery * Strives continuously to exceed customers’ expectations   **Outcome Driven**   * Assesses and handles risk effectively * Plans and prioritises to meet statutory and organisational deadlines   **Organisational Focus**   * Works collegiately and corporately with colleagues, is outward looking and willing to work across organisational boundaries to get the right results for customers. * Uses evidence and best practice to achieve results.   **Problem Solving & Decision Making**   * Takes a proactive approach to work, demonstrating initiative and using good judgment * Takes ownership of problems * Identifies potential problems, finds solutions and escalates appropriately   **Change & Adaptability**   * Takes a positive attitude towards change * Encourages others to embrace and contribute to change * Enables change to happen with minimal impact on service delivery * Demonstrates a willingness to learn and take on new areas of work | E  E  E  E  E  E  E  E  E  E  E  E  E | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| Skills & Abilities | **Communication**   * Liaises effectively with contacts, in writing, by telephone and face to face. * Deals with people and sensitive issues tactfully.   **Team Working**   * Builds effective, supportive working relationships * Demonstrates a flexible approach to work * Willing to learn and assist other team members * Is self-motivated and works with limited day to day supervision   **Quality of Work**   * Strives to produce work of a high quality with a good attention to detail * Demonstrates accuracy and a systematic and thorough approach to record keeping   **IT/Technical Skills**   * Uses Microsoft Office to a good standard * Quickly grasps the use of specialized computer packages | E  E  E  E  E  E  E  E  E  E | A, I  A, I, T  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| Other Requirements | Willingness to work outside normal office hours when required.  Readiness to work during the necessary times to meet the periodic payroll timescales.  Presents a neat and tidy appearance. | E  E  E | A, I  A, I |

**COMPLEXITY AND CREATIVITY**

This is a post with no margin of error. Staff must be paid correctly as this affects the workforce morale and statutory deadlines must be met. The post holder is expected to use current software technologies as working tools to achieve the right outcome, and to time and accuracy.

The post holder must be aware of current and pending statutory sickness and pension legislations and their implications.

**JUDGEMENT AND DECISIONS**

The post holder must follow set rules and is responsible for ensuring that all paperwork is authorised and receipts etc. are received prior to payment. This may involve chasing people for information and therefore a good knowledge of the organisation and the ability to build good working relationships is essential.

Strict confidentiality and security is vitally important in this role as the post holder is processing personal and sensitive data. Post holder must have deep knowledge, and comply with current GDPR legislation.

The post holder must have a flexible approach to work as all deadlines must be met, there are no extensions, and if information is delayed they will have to adapt their own timetable. Understanding of payroll-related schemes available in the Council is required as the post holder may have to offer advice on pay related issues and the pension scheme. The post holder is expected to work closely and collaboratively with the Payroll Manager in suggesting and implementing improvements in procedures.

**CONTACTS (INTERNAL 80% EXTERNAL 20%)**

**Internal**: All departments within the Council, particularly HR and IDS. Liaison with officers at all levels especially Heads of Service and Directors.

**External**: HMRC, DWP, Elstree & Borehamwood Town Council, LPPA, Hertfordshire County Pensions. Other Local Authorities, Frontier Software.