

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Payroll Services Officer

Human Resources & Staff Wellbeing, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

1. To administer a Recruitment and Payroll customer support service to multi clients. Update and maintain employee payroll records to a high standard of accuracy and attention to detail. A point of contact for complex Recruitment and payroll queries, such as absence, overpayments, underpayments and salary increments Using knowledge and the ability to interpret various Terms and Condition across multi clients
2. To provide a range of high-quality payroll support, delivering excellent customer service by giving the customer the best possible experience. Providing accurate information and support in response to customers enquires according to agreed procedures, policies, practices and regulatory and legislative requirements.
3. To ensure an integrated approach to Payroll services through assisting with the implementation of new technologies, methodologies and processes which contribute to organisational effectiveness.

## **Accountable to:**

Reports to: Payroll Services Manager

## **Responsibilities:**

1. To administer payroll service across multi clients to a high standard of accuracy, responsible for ensuring the efficient, timely entry and maintenance of employee records ensuring employee's terms and conditions, policy and procedures are adhered to across all customer and partnerships. Workload will include various complex calculations, communications, data input, validation and quality assurance.
2. Quality assurance, ensuring that all data is accurate by checking records and calculations carried out by team colleagues, and that work conforms to audit and regulatory requirements.
3. Multi skilled across all aspects of enquires and HR forms including areas of multiple employee's terms and conditions. Support with cross training team members.
4. Have a thorough understanding of both statutory and Occupational payments such as sickness absence and be able to explain the complexities of pay articulately, concisely and in a way that the client understands.
5. Ensure that workflow is prioritise in accordance with service level agreement, ensuring excellent customer care is maintained, end to end ownership, in particular keeping the customer informed of progress whilst ensuring that all workload is processed in line with agreed processes and procedures ensuring that audit trails are evident.
6. Review and analyse monthly payroll reports such as absence backpay net pay and High Earners. Actioning any discrepancies and liaising with a range of customer i.e.employees manager's and HR to resolve issues prior to payroll close
7. The ability to provide payslip breakdowns in an understandable format to meet customer needs

8. To deliver excellent customer service by giving customers the best possible experience and providing accurate information, advice and support in response to customer enquiries and HR forms.
9. Take a pro active approach on area's of service where improvements could be made by making recommendations and implementing agreed changes to improve efficiency.
10. Work collaboratively on projects that support developments and improvements for HR and Payroll services in a professional and positive way.
11. Customer feedback is appropriately addressed so the appropriate judgements on what needs to happen can be made with prescribed timescales.
12. To share the teams broad knowledge and information relating to all clients and processes with colleagues and teams, contributing to all team's abilities to deliver the continued high level of service
13. To assess, analyse, interpret and record customer needs using an extensive knowledge and understanding of multiple employee's terms of conditions policy and procedures ensuring the customers enquiry is resolved to a high standard.
14. To be proficient in existing technology and be proactive in future development to help facilitate an excellent customer experience.
15. Positively participate in client workshops as and when required, understanding the customer's needs.
16. Step up to Senior Officers role covering all aspects of the role
17. To carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
18. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
19. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
20. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
<ul style="list-style-type: none"><li>• Ability to understand and interpret national legislation, multiple employee's terms and conditions, policies and guidance to ensure processes are compliant with national requirements</li><li>• Ability to communicate effectively both verbally (face to face and by telephone) and in writing. Be able to influence and negotiate when advising and supporting customers particularly in relation to sensitive situations to achieve desired outcomes.</li><li>• Ability to manage and prioritise your own workload with minimal.</li><li>• Ability to assimilate information, employee's terms and conditions and policies in a variety of different format.</li><li>• Ability to build and maintain good working relationships with a wider range of colleagues, internal and external customers to deliver the service.</li><li>• Excellent IT skills with good knowledge of office applications</li><li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</li></ul>	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"><li>• Knowledge / experience of handling and managing complaints and complex queries/payroll calculations.</li></ul>	Essential	A, I
<ul style="list-style-type: none"><li>• Knowledge of Oracle and / or Agresso ERP Systems</li></ul>	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"><li>• Experience of payroll processing and knowledge / understanding of Payroll processes</li><li>• Customer Service background with proven experience of interacting with customers, face to face, over the phone and in writing, therefore evidencing extensive experience of articulating both in writing and verbally.</li><li>• Experience of dealing with conflict resolution, negotiation and diplomacy skills</li><li>• Experience of working in a customer focused role in a fast paced environment</li></ul>	Essential	A, I

<ul style="list-style-type: none"> <li>• Experience and proven ability to identify service improvements to current processes and manage change in a controlled way</li> <li>• Experience of participating in coaching, training, and development within a Customer Service environment</li> </ul>		
<ul style="list-style-type: none"> <li>• Experience of working as an effective team member to meet Service Level Agreements (SLA's) and Key Performance Indicators (KPI's)</li> </ul>	Desirable	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Educated to GCSE / NVQ Level 2 or equivalent or experience of Payroll gained in a similar or related service	Essential	A, I

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Professional Support 4	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£28,716 pro rata	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	N/A		

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

