

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Specialist Payroll Officer

Payroll, 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:

To be responsible for administering payrolls across multiple clients including Pension payrolls while adhering to specified deadlines and audit requirements, in addition to ensuring that accurate information and support is given for customer enquiries and all statutory reporting is completed in a timely fashion in line with legislative deadlines.

The role is also to support and assist the Service Delivery Manager and Payroll Manager in the management of workflow within the team(s) and ensure a customer focussed and efficient operational service is delivered.

Accountable to:

This role reports directly into the Payroll Manager, within the Payroll Control team. The Payroll Control team are part of the larger Payroll Services department which is part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. To be responsible for ensuring that your allocated payroll is processed accurately, within specified deadlines and to audit requirements, thus ensuring all employees and pensioners are paid accurately and on time. Working with complex calculations of Tax, National Insurance and Pension contributions. Undertake any necessary reconciliations ensuring appropriate supporting documents are retained and that these are signed off monthly by required Management.
2. To complete Overpayment and Underpayment calculations, where required and correspond with customers directly to ensure positive resolutions for the business and the customer are achieved.
3. Respond to and resolve enquires, requests and queries within the agreed service level agreements and according to operational procedures.
4. Provide suggestions to the Payroll Manager and Service Delivery Manager on areas of the service where improvements could be made and make recommendations to improve processes and efficiency.
5. Work with the Payroll manager to ensure your knowledge of legislation relating to Payroll is maintained (E.G. HMRC RTI requirements, Pension legislation, Parental Leave legislation etc).
6. Manage own workload, processing high quality information/data accurately and in a timely manner. Ensuring agreed processes are followed ensure that audit requirements are adhered to, while also working within and supporting other members of the team with their workload, as required/directed.
7. Process Payroll data correctly and in a timely manner, such as Parental leave, Attachment of Earnings Orders, Pension opt outs, AVC applications, Cycle to Work deductions and any other employee benefit or salary sacrifice scheme that may be applicable.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and

other persons, to certify compliance with policies and procedures relating to health and safety within the service.

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
Able to understand and interpret national legislation, policies, and guidance to ensure processes are compliant with HMRC and Pension requirements	Essential	A
Able to manage own workload and balance conflicting priorities to meet service requirements and strict deadlines.	Essential	I
Able to adhere to data retention policies and requirements and identify and produce documents that will be required for internal and external audit as directed by the Payroll Manager and Service Delivery Manager.	Essential	A/I
Able to process data and demonstrate a high level of attention to detail	Essential	A/I
Able to communicate effectively both verbally and in writing in order to achieve desired outcomes and be able to influence and negotiate when advising and supporting customers/users	Essential	I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of GDPR and data protection requirements.	Essential	I
Good overall IT skills, with knowledge of Microsoft packages (Word and Excel).	Essential	A/T
Knowledge of Statutory payments and the qualifying criteria (SMP, SSP etc.).	Essential	A/I
Knowledge of the different types of Attachment of Earnings Orders, how they are to be applied and the payment and reporting requirements (circa 8 different order types with differing priorities, deductions and requirements)	Essential	A/I
Knowledge of Agresso ERP systems.	Desirable	A
Knowledge of manual PAYE & Pension payroll calculations.	Essential	I/T
Knowledge of EYUs and detailed HMRC legislation.	Desirable	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of high-volume payroll processing (+5000 employees)	Essential	A
Proven Customer Service background with experience of conflict resolution.	Essential	A/I
Experience of Expenses and benefits and optional remuneration schemes, including the processing of P11ds and payrolling benefits where applicable.	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A Level / NVQ (Level 3) or equivalent or experience gained in a similar large, shared service payroll environment (+5000 employees).	Essential	D
Certified Payroll Qualification (e.g. CIPP Payroll Technician certificate).	Desirable	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week	Primary work base:	One Angel Square
Job family band:	Professional Services Band 6	Worker type:	Part-flexible
Salary range:	£31869 - £34633	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be able to work remotely for up to 3 days a week (including from home).

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.

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

