

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **PBSS Finance Co-ordinator Payroll**

Personal Budget Support Service

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:**

The job holder works within the Personal Budgets Support Service (PBSS) team who provide financial services support to Direct Payment recipients in West Northamptonshire.

In this role the postholder delivers advice and payroll services to customers who employ their own support staff and use PBSS payroll and managed account services. The postholder works with customers, providers, partners and other West Northamptonshire Council teams to deliver this support and also delivers assistance to line manager and team manager to deliver services to deadline. The postholder deals with workflow issues and allocates work as appropriate.

Working within a small team to deliver effective and timely processing of financial activities and information management relating to Direct Payment recipients who access PBSS financial services. To support managers and provide management information and reports.

To establish systems and maintain procedures to manage, monitor and report on PBSS finance processes including:

- Financial transactions and returns relating to PBSS payroll or Holding Accounts
- Payroll services for customers who access the PBSS payroll service

## **Accountable to:**

This role is accountable to the Personal Budget Support Service Team Leader, responsible for the direct line management of 7 Officers or support workers. The role sits within the Financial Operations service, part of the Adult Social Services Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Providing specialist finance support, giving guidance and directing other staff in the investigation of queries. Investigating transaction queries and resolving any problems.
2. Setup of payroll records for employers from information provided including HMRC registration, contracts and payroll file.
3. Accurate weekly input of all detail from payroll user timesheets and other payroll documents to payroll systems.
4. Calculation and recording of associated payroll details for each employer (employee hours, payment, tax, NI, holidays, expenses etc).
5. Managing incoming telephone calls, emails and direct enquiries from payroll users.
6. Researching and delivering appropriate payroll advice to service users where requested.
7. Pensions assessments and other pension contribution tasks for employers.
8. Processing employee payments and testing those payments match budgets set for each employer. Supporting the team around associated finance and administration-based tasks.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. 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
		A, T, I, P, D
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I
Excellent communication skills.	Essential	A, I, D
Able to process data and reports with a high level of accuracy.	Essential	A, I, D

Knowledge:	Essential / Desirable	Measured by
		A, T, I, P, D
Understanding of and commitment to data protection and confidentiality.	Essential	A, I, D
Knowledge of payroll.	Essential	A, I, D

Relevant experience:	Essential / Desirable	Measured by
		A, T, I, P, D
Experience in working as part of a team within a finance or accounting function.	Desirable	A, I, D
Able to work effectively to deadlines and as part of a team; able to work flexibly and under own initiative.	Essential	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
		A, T, I, P, D
GCSE C or above in English and Maths	Essential	A, I, D
NVQ level 2 or above in Finance, Administration, Customer Service, Payroll or equivalent experience.	Essential	A, I, 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:

<b>Hours:</b>	37	<b>Primary work base:</b>	Angel Square
<b>Job family band:</b>	3	<b>Worker type:</b>	Flexible <b>Part-flexible</b> Fixed Field-based worker
<b>Salary range:</b> <b>£24,758 - £25,603</b>		<b>Budget responsibility:</b>	
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that once you are trained you may be able to work from home for part of the week.

## 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.

