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.

# **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, though 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.

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| **Skills and abilities:** | Essential / Desirable | Measured by |
|  |  | A, T, I, P, D |
| **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. |  | 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 |

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| **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 |

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| **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 |

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| **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:**

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| --- | --- | --- | --- |
| **Hours:** | 37 | **Primary work base:** | Angel Square |
| **Job family band:** | 3 | **Worker type:** | Flexible  **Part-flexible**  Fixed  Field-based worker |
| **Salary range: £24,758 - £25,603** |  | **Budget responsibility:** |  |
| **People management responsibility:** | 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.

|  |  |  |
| --- | --- | --- |
| **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”**

