

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Payroll Business Support Officer	Current Grade:	A005
Department:	Human Resources	Area:	FHQ (outbased)
Reports To:	Payroll Team Leader	No of Posts:	5
Level of vetting:	BV	Post Number:	HQ2657 4052

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Provide end-to-end administration for all areas of the payroll cycle including sickness, maternity/paternity, redundancy and leavers.

Provides a professional, consistent and customer focused service across BTP including business focused policy and procedural advice to managers and staff.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Non-direct: Impact on employee pay.

Staff Responsibilities – Direct or Non-Direct

None.

Any Other Statistical Data

Utilisation of workflow manager.

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Responsible for actioning and interpreting HR changes to payroll in a timely manner, ensuring accuracy in data entry and accounting for impact of other changes. (e.g. Impact on pensions, contractual amendments etc).

Responsible for accurately and timely input of Payroll data including: Timesheets for overtime; Expense forms; All Employee Advice forms supplied by HRBC relating to new starters, leavers and contractual amendments.

Ensure own activity meets agreed SLA's and KPI's taking appropriate corrective action or escalating when required.

Plans and prioritises own workload and works to support other team members.

Ensure correct application of BTP, resulting HMRC, statutory and other applicable policies and procedures in the processing of payroll.

Responds to customer queries in a professional, timely and accurate manner and takes ownership to ensure resolution.

Respond to queries from external agencies within agreed timeframes and in line with data protection guidelines.

Assist staff and managers in understanding the application and interpretation of Payroll policies and procedures through effective two way communication, in a timely, professional and accurate manner.

Timely and accurate filing of documentation relating to Payroll.

Maintains accurate records and data.

E. DECISION MAKING:

Make decisions

Interpretation of information.

Significant say in decisions

None.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

BTP employees as key customers, HR and Finance departments.

External

Courts/CSA, Other third Party Organisations.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Experience:

Hands on experience of working in a Payroll department.

Experience of resolving customer enquiries efficiently and effectively Experience of using payroll systems.

Skills:

Able to work on own initiative.

Able to work as part of a team.

Good interpersonal skills.

Good communication skills and ability to communicate at all levels.

Ability to explain payroll related matters in a clear and simple manner both verbally and written.

Ability to take on board and interpret information.

Good excel skills.

Good numeric skills relevant to a Payroll environment.

Attention to detail.

Excellent customer service skills.

Problem solving skills.

Knowledge:

Holds an understanding of basic HMRC and statutory legislation.

Desired Criteria:

Qualifications and Training:

Studying towards a recognised payroll qualification.

Experience:

Experience of Midland HR Systems.

Experience of working in a shared service centre.

Skills:

Knowledge:

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

BTP has a complex payroll structure with varying pay and conditions (e.g. shift structure, pensions and allowances).

I. AUTHORISATION DETAILS

Prepared By: Anna Tough

Date: 11.01.11

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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