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HR8:1.3

Version 1.2

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 DETAIL

Job Title:	Payroll Team Leader	Current Grade:	B001
Department:	Corporate Resources	Area:	Birmingham
Reports To:	Payroll Manager	No of Posts:	1
Level of vetting:	TBC	Post Number:	TBC

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

To supervise the day to day activities of the Payroll team – monitoring workload, resources and team performance to ensure that all performance and service measures are achieved in line with legislative requirements.

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

Financial – Direct or Non-Direct

Non-Direct - The annual pay-bill is approximately £166M per annum which equates to £12.75M per 13 pay periods.

Staff Responsibilities – Direct or Non-Direct

Payroll Support Officers x 5

Any Other Statistical Data

Provision of management information to: HMRC, RPMI, NAO, FHQ Finance, Area Finance Managers, HRBC, Fleet, BTP Federation, Contract and Increment to Finance and HRBC, TSSA.

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

Service Planning - Work with the Payroll Manager to ensure that the team meets service standards and performance against agreed targets (SLA's and KPI's). Ensure work demands and available resources are effectively planned and managed, planning in advance for regular and annual events to ensure that performance is optimal (and responding as appropriate to unplanned work activity).

Service Delivery – Supervise the service delivery of the payroll team ensuring that all work activities are achieved to the required standards and objectives.

Personal Case Load - Data Conversion (load) of bulk inputs, such as salary sacrifice amendments. Deal with pension administration / reporting including for example S2 returns / reconciliations / data load of contributions. First point of escalation for complex case management and dealing with complaints.

Team Supervision – Lead and motivate the team, communicating and addressing performance & development as required so that team performance is maximised.

Relationship Management – manage customer and colleague relationships (internally and externally) so as to maximise the effectiveness of BTP & BTP HR and ensure the good reputation of both.

Personal Development – maintain and develop own knowledge of BTP plans, operations & activities, HR practices and developments and own personal skills within the framework of guidance and support provided by BTP.

Payroll Queries - Manage and resolve complex payroll queries including NI and tax recalculations.

Payroll Reporting - Responsible for establishing and undertaking reporting requirements for the team (internal and external) including Business Objects reporting and monthly audit of changes.

Benefits Authorisation - Authorise application for benefits forms or applications for preserved benefits.

Audit - Assist Payroll Manager with audit requirements.

Service & Performance – Identify the root cause of any service, performance and process failures, propose solutions and make agreed changes so that the Payroll Team meets all service standards.

Project Work – As directed by the Payroll Manager, work on/contribute to BTP HR projects to support their successful delivery.

Record & Information Management – maintain own knowledge of relevant BTP record-keeping and information management practices and requirements and keep records of own work and manage related information in line with those policies.

E. DECISION MAKING:

Make decisions

Significant say in decisions

Makes recommendations to the Payroll Manager in respect of continuous improvement initiatives.

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

Internal

HR Community and Internal Stakeholders.

External

External Contractors and Stakeholders.

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

Essential Criteria:

Qualifications and Training:

GCSE / O Level (or equivalent) qualification in numeracy and literacy or equivalent experience.

CIPP Foundation Degree in Payroll Management or equivalent experience.

Experience:

A successful track record in a payroll team leader role in a large, multi disciplined operational organisation.

Experience of managing work flow focusing on quality and timeliness.

Experience of supervising, delegating, coaching and directing a customer facing team to achieve SLA's and KPI's.

Experience in developing good working relationships with a wide range of stakeholders, both internally and externally.

Skills & Competencies:

Professional, persuasive and influential. Able to command the confidence of senior operational managers, employees, trade unions, external partners and other stakeholders.

Strong interpersonal communication skills.

Strong numerical skills relevant to payroll.

Strong conceptual and analytical skills with good attention to detail.

Ability to prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.

Resilient in maintaining own convictions where merited.

A challenging, dynamic and creative team player, who is collaborative but who leads by example.

Strong supervisory skills with the ability to inspire, motivate and support a team of employees during periods of high demand and pressure.

Ability to relate impact of own role to wider organisational and departmental plans.

Strong customer service orientation.

Ability to be decisive and hold to account.

Achievement orientation with a drive to deliver.

Knowledge:

Demonstrable payroll knowledge including up to date knowledge of applicable UK legislation.

Knowledge of payroll accounts reconciliation, including knowledge of statutory returns.

Knowledge of Pensions administration.

Knowledge of Payroll systems administration.

Awareness of the workings of a HR department and familiarity with its overall services.

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Desired Criteria:

Qualifications and Training:

Customer Service Qualification.

Experience:

Experience of working in a shared service centre environment.

Experience of working with Midland iTrent Payroll Service.

Experience and knowledge of the police service.

Skills:

Knowledge:

Excellent knowledge of relevant BTP processes and procedures.

- 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:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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