

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:	People and Culture	Area:	People and Development
Reports To:	Payroll Team Leader	No of Posts:	5
Level of vetting:	TBC	Post Number:	TBC

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

The post holder will act as first line support to user, line managers and all employees using the system, providing specialist advice and guidance regarding pay calculations and legislation knowledge. The post holder will liaise with in-Force and external provider helpdesks, logging, investigating/analysing and resolving any related payroll issues (and escalating where required to the Payroll Team Leader or Payroll Manager as required) to ensure all employee issues are addressed.

Provide end-to-end payroll processing for all areas of the payroll cycle.

Provides a professional, consistent and customer focused service across BTP including business focused policy and procedural advice to managers and staff ensuring that this meets all relevant BTP service standards and measures and statutory requirements.

Act as Payroll Specialists to all functions within the force, providing comprehensive pay calculations and breakdown's, manually calculated where required to assist employees and other functions within BTP.

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

Financial – Direct or Non-Direct

Staff Responsibilities – Direct or Non-Direct

None.

Any Other Statistical Data

As system administrators support the whole force as users of Payroll self-service, (in excess of 5,500 users) providing training and support, enabling the force access to their online Pay Account and utilize the functionality.

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

Provision of Specialist Payroll Service, providing accurate pay calculations and figures for other departments such as finance, pay and benefits, Head of departments and P&C Teams.

Provision of detailed pay breakdowns, including manually calculating pay figures for prior financial years, and effectively explaining situations to customers, to provide a resolution.

Proactively analyse payroll amendment instructions to ensure all actions requested are valid and correct, authorisation checks have been conducted and ensure it complies with current policies and legislation. To analyse and review and appropriately reject any requests that do not comply with rules and escalate for a resolution.

Generate and send formal letters or communications to employees to verify pay calculations and confirm the accuracy of the information detailed in any communication.

Responsible for a minimum of one specific payroll specialist process, to act as the payroll expert and single point of contact for the end to end management of the processing, including training for other team members and departments as required, such as but not limited to overpayments, maternity calculations, data conversions, pension expertise.

To generate a full pay calculation breakdown for all maternity payments for employees, by manually calculating and assessing their entitlements and overriding the system where necessary to ensure the correct payments are processed.

Analyse pension transactions, detailing investigative actions for any variances, and corrective instructions to RPMI or BTP, for the Payroll Manager to review.

Maintain up to date Payroll Training Manual's for all payroll processes accounting for changes in legislation and policies.

Undertake regular audits to ensure accuracy of information received to identify potential fraud risk and errors and escalate where appropriate.

Analyse pay data to identify risks and determine points of escalation, and highlight opportunities for improvement.

Responsible for providing training and guidance to the whole force on using payroll self service functions including password resets.

Problem solve customer issues, assessing each individual scenario within policy and legislation guidelines, and make suitable decisions, critical to resolving employee issues.

Audit aspects of the Payroll Provision, i.e. expenses in order to prevent fraud risk and errors.

Support and enable employees in the force to make decisions based on accurate pay calculations.

Ensure payroll transactions and calculations accuracy in excess of 99.9%.

E. DECISION MAKING:

Make decisions

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Manage individual workload and make decisions on how to interpret legislation and handle customer enquiries and pay processing.

Decide when to escalate a pay issue to the Payroll Team Leader or Payroll Manager dependent on the severity or urgency.

Decide when to escalate system issues to second line support, or technology experts.

Significant say in decisions

Analyse problems providing an input as to how these issues may be resolved, ensuring that the payroll process delivers the required high level service.

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

Internal

Provide support to all levels of the organisation, with regards to complex and accurate pay calculations, providing advice and guidance as to legislative restrictions

Good working relationships with the P&C community, and stakeholders from across the business

External

Ensure a good working relationship with all external stakeholders and suppliers, including HMRC, pension providers, voluntary suppliers, courts etc.

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

Essential Criteria:

Qualifications and Training:

Level 5 – CIPP Foundation Degree in Payroll or equivalent experience

Experience:

Significant Payroll processing experience preferably in a shared service environment, and preferably a large payroll function (over 3,000 employees).

Experience of effective relationship management of stakeholders, colleagues and customers (internal and external to the organisation).

Skills and Competencies:

Excellent written, verbal and interpersonal skills including tact and discretion, to be able to communicate sensitive information to employees and the force.

Ability to relate impact of Payroll function and legislative changes to wider organisational and departmental plans.

Ability to recalculate backdated pay calculations accurately and effectively

Advanced auditing skills, able to inspect a series of data and make determinations and recommendations.

Proficient in multiple systems including Payroll system, workflow system, excel and word, and HR systems.

Highly developed analytical skills, to identify problems and opportunities.

Ensuring payroll knowledge is current and accurate, keeping up to date with legislative changes and court rulings and how they impact BTP. Specific and in depth knowledge of HMRC legislations.

Ability to deal with challenging situations, distributing potentially negative information to those unfamiliar with rules and regulations.

Advanced communication skills, able to advise on complex pay calculations to all levels within the force.

Able to work to strict deadlines while maintaining high standards of performance.

Legislation and Regulations can change quickly, ability to adapt to constantly changing scenarios.

Knowledge:

Extensive payroll knowledge including expert knowledge of HMRC statutory legislation, pensions regulations and court rulings

Ability to manually recalculate historical pay calculations accurately in order to identify system inaccuracies.

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

Knowledge of how a payroll function operates within a large organisation and the impact the role has on wider departments within the organisation

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Desired Criteria:

Qualifications and Training:

Customer Service Qualification

Experience:

Experience of using the Midland HR Systems, in particular I-Trent.

Experience of working in a shared service center.

Experience of a payroll project lifecycle, to understand the logistics of how a project is run and the impact payroll projects have on other departments.

Experience of using a workflow management system.

Experience and knowledge of the Police Service and Police Regulations.

Skills:

Knowledge:

Knowledge of relevant BTP processes and procedures.

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), relating to both police officers and police staff subject to Police Regulations.

F.

AUTHORISATION DETAILS

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HoD:
Evaluation Panel:

Date: September 2019
Date:
Date:

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