JOB DESCRIPTION

Job Title:	**Payroll Officer**
Department:	**People & Organisational Development**
Location:	**CFRS Training Centre, Sadler Road, Winsford**
Post Number:	**H120**
Grade/Role:	**Scale 5**
Special Allowances:	**None**
Responsible to:	**Senior Payroll Officer**

JOB PURPOSE

Ensure efficient day to day administration of all payroll and pension activities, validation of all manual and computerised transactions and calculations and the general provision of a quality service to all CFRS employees, pensioners, Members and with various external agencies.

PRINCIPAL RESPONSIBILITIES

1 Check all incoming documents and be satisfied of their validity prior to processing to ensure only bone fide authorised changes are applied to employee records.

2 Set up new employee records, close down leavers and make changes to salary and to personal information (in line with conditions of employment and within strict deadlines) to ensure records are correct and payments accurate and timely.

3 Apply checks against source documents (following input, but prior to BACS processing), in order to reconcile changes, confirm accuracy of calculations and to ensure payments have been charged against the correct budget codes.

4 Check sickness absence data and validate related occupational and statutory calculations to ensure employee records reflect all periods and reasons for absence and to facilitate the provision of accurate management information.

5 Respond efficiently to payroll and pension related enquiries, from employees and managers (including the dedicated payroll e-mail account) through to their conclusion to ensure a high level of customer care and to maintain a positive working relationship between the P&OD department and all employees of CFRS.

6 Ensure statutory and voluntary deductions are correctly applied to ensure PAYE regulations are met and tax and NI liability on pay, expenses and benefits correctly calculated.

7 Provide advice and support on payroll and pensions matters to managers and others involved in payroll activities, including more complex calculations, and any under or overpayments are addressed as soon as possible, communicating with employees and

following set processes to resolve.

8 Make recommendations and assist the Payroll & HR Systems Manager in reviewing information flows so that the organisation is operating lean processes and making best use of payroll technology, including undertaking ad-hoc project work as assigned

9 Regularly review and update payroll documentation, payroll forms and process maps (using version control), to ensure that the Department has a clear set of user guides and training documentation.

10 Provide support for audit reviews to ensure information is available for inspection and undertake checks on system data to ensure record integrity.

11 Assist as required in the production of workforce information/reporting either upon request as required, or part of scheduled regular report requirements, ensuring adherence to GDPR regulations.

12 Process and complete pension starter, opt out and leaver forms, sending information to the relevant Pension Administration provider to update their records within a timely manner. Assist with requests for information on pension queries from Providers and any other duties the Senior Pensions Officer requires that sit within the remit.

13 Completion of 3rd party deductions from pay are sent to Finance department for processing and updating the relevant information to companies on what to expect that month. Ensuring after each payroll, that all mop up and monitoring actions are completed before the next payroll cycle.

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance
To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability
To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours
To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

Equality, Diversity and Inclusion
To promote, adhere to and implement the Service's Equality, Diversity and Inclusion Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Safeguarding
To promote, adhere to and implement the Service's Safeguarding Strategy/Policy and to work consistently to embed Safeguarding within the Service. Including

fulfilling your responsibility to report and record any safeguarding concerns you become aware of.

Staff Wellbeing and Engagement
To commit to making mental health and staff engagement a corporate priority to maintain a healthy and productive workforce.

Health and Safety
To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

Environment
To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B.
Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

Document Control	Date of Creation:	
Version	**Date**	**Amended by (Initials)**
v.2	20/7/22	AH
V2.1	1/10/2026	DW

PERSON SPECIFICATION

Job Title: PAYROLL OFFICER

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Educated to Level 3 of the QCF in a payroll related subject (i.e. Payroll Technicians Certificate) or significant experience in a payroll environment.	Member of the Chartered Institute of Payroll Professionals (CIPP)
EXPERIENCE	Significant experience of processing payroll for a complex organisation with multiple sets of terms and conditions and working patterns Some experience of working with payroll software including extracting information, producing reports, cleansing data and records maintenance Significant experience of providing advice and support to managers and employees on a range of payroll and pensions issues Experience of working with an employee contribution pension scheme	Experience of working in the public sector specifically the Fire and Rescue service
SKILLS & ABILITIES	Ability to prioritise and achieve deadlines Methodical approach to tasks with strong attention to detail Ability to solve complicated payroll queries and escalate when necessary Effective verbal communication skills to be able to explain complicated and sometimes sensitive payroll information to employees and managers	

	Ability to use effective interpersonal skills to a variety of audiences Ability to build effective working relationships and work with and through others to achieve results Proficient in the use of relevant IT packages particularly Microsoft Office/365	
KNOWLEDGE	Knowledge of payroll and pension regulations, PAYE, NI, tax etc. Knowledge on related employment legislation in areas such as Contracts of Employment, Working Time Regulations, Wages Act etc.	Knowledge of the Fire Services' terms and conditions
WORKING CONDITIONS	Prepared to represent CFRS and its core values and beliefs at all times Occasional evening and weekend work	