



Payroll Officer

Service	Reporting to	Location	Grade
HR and OD	Payroll Team Leader	Salford Civic Centre	2C

About the role

- Providing our people and customers with a People centred approach and putting them at the heart of our service.
- Our team are responsible for processing payroll for over 8,000 people per month and the aim of this role is to ensure that payroll administration tasks are completed accurately, on time and in line with monthly payroll deadlines.
- Processing and calculating pay in line with UK payroll legislation, in accordance with HMRC guidelines including, family leave, timesheet data and other pay related activity in line with employment terms and conditions.
- Playing an active part in a team of professional Payroll Officer working together to deliver a safe and accurate payroll within set timeframes.
- Enhancing the employee experience through the service we provide to our employees and customers to ensure they receive a friendly, respectful, empathetic, and trusted service.
- Providing support and guidance to managers, employees, and customers on appropriate terms and conditions of employment which are relevant to payroll and employment.
- As first point of contact for the Payroll team the role will be at the forefront of the service. Keeping up to date with industry changes, best practice, latest innovations and ensuring legislative compliance is essential to meet the challenges of a professional payroll service.
- Effectively using your skills and knowledge to deliver the service is essential to this role and making use of our digital solutions to ensure the success of the service.
- Being organised and can use digital technology to meet the requirements of the service, this includes the use of integrated HR and Payroll software (SAP), Customer Relationship Management systems and Microsoft Professional applications.
- To ensure Service Level Agreements are met and provide employees, customers, and clients with accurate and timely responses to questions and queries.
- Be able to prioritise your own work and escalate more complex cases to the relevant person where appropriate.
- Taking Personal Responsibility and ownership of your area of work and to work with your colleagues to share best practice and identify areas for improvement and development within the team.

Key outcomes

- Teamwork – working collectively with your colleagues to ensure the job is done right.
- Accurate and timely delivery of payroll administration services, including the calculation of pay in line with terms and conditions of employment and UK PAYE, including the processing of under and overpayments, statutory payments (SMP, SPP, ShPP, SSP etc), court order deductions, jury service and other complex pay calculations as required.
- Meeting deadlines and service level agreements to ensure that queries are dealt with in good time and our customers and external clients receive the best from our service.
- Promote and deliver a People centred, empathetic and trusted service.
- Making best use of people systems and digital technology to enhance the service.
- Support and guide our managers and employees in all matters relating to pay and conditions or service.
- Meeting deadlines and supporting the delivery of key payroll activity to ensure that all areas of work are complete in good time to support the next stage of the payroll cycle.
- Customer satisfaction – by providing an excellent service we ensure that customers feel valued and trust the service we provide.
- Work collaboratively across the HR and OD department to ensure that customers receive the best quality service from the service.

What we need from you

- It is essential that you have a good level of understanding of the roles and responsibilities and the general functioning of a busy payroll team.
- The drive and Passion to deliver a first-class payroll service.
- Good knowledge of UK payroll legislation and its application to the payroll process, including PAYE, tax, national insurance, and pension contributions.
- The technical payroll ability and skill needed to deliver an excellent service to employees, customers, and clients.
- Professional credibility through proven relevant experience.
- Excellent People and customer service skills.
- Ability to use and learn how to use digital technology to meet the key outcomes of the role, including Customer Relationship Management systems, HR and Payroll software, as well as Microsoft applications, such as Excel, Word, and Outlook.
- The ability and skill to work independently using your own initiative while communicating effectively with your team.
- Can work under pressure and to strict deadlines while managing your own workload.
- Take Pride in your approach to work and be eager to learn and develop.
- Have high levels of accuracy, attention to detail and thrives on getting it right first time.
- A relevant payroll qualification and/or relevant experience of working in a busy payroll team or willing to undertake the Level 3 Payroll Administrator apprenticeship.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council