

Payroll Specialist

Job Description

Introduction

Our Payroll Team is part of the wider People Team function, and is key to our colleague experience and engagement, through using their expertise, customer services and leveraging the technology we have invested in, to support line managers and colleagues across the business.

The Payroll Specialist will be an SME on all things Payroll and Pensions, keeping up to date with regular legislative changes.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

Values

At Our Co-op, we live by a set of four values. We've highlighted the key tasks and responsibilities of the Payroll Specialist role against these values, so you can see how you will live these day-to-day.



Supports the delivery of the payroll service, providing advice and liaising with HMRC on tax matters, pension bodies and major statutory changes, taking account of compliance and risk.



Encourage and monitor customer service standards in relation payroll processing and delivery.

Championing change, becoming responsible for delivering statutory changes, including system changes and delivery of developments.

Act as an escalation point for complex queries or complaints.

Responsible for promoting innovative approaches and delivering change in Payroll processes, to meet the business and organisational requirements.

Payroll Specialist

Job Description



Contribute to internal and external audits to monitor compliance with all payroll policies.

Responsibility for payroll reporting, including but not limited to: Third Party Payments, Pensions, National Minimum Wage Checks, etc.

Ensuring compliance with all external and internal regulations, in relation to Payroll, Pensions and HR Legislation.

Work closely with Pension providers to ensure an efficient service that complies with legislation and reporting requirements.



Actively take part and lead on delivery of projects, meeting the required timescales.

Educate and support members of our People Team, to achieve both comprehensive understanding and compliance with statutory obligations; enabling team members to accurately complete related tasks.

Maintain an up-to-date knowledge of future statutory and legislative changes that will impact the service delivery.

We are not saying that the above list of tasks is exhaustive. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

Principle Accountabilities

You will support the Payroll Manager to deliver an effective Payroll service to the business, both in terms of quality and timeliness including:

- Ensuring all employees, pensioners and Board Directors are paid accurately and on time.
- Adhere to all Statutory requirements and obligations.
- Support all areas of the business to ensure a smooth interface between payroll and these departments.
- Dealing with more complex payroll transactions and enquiries.

Payroll Specialist

Job Description

People Management

- Supporting the People Services Delivery Manager with development of the HR Services Administrators.

Customer Service

- Ensure that a professional payroll service is delivered to the Society and relevant external parties

Change and Continuous Improvement

- In conjunction with the Payroll Manager, identify and progress opportunities to improve the efficiency, effectiveness, consistency, and governance of Payroll processes;
- Support the delivery of plans to implement known Statutory and Society payroll changes as they arise and provide notification of change to other members in the team; and
- In conjunction with the Payroll Manager contribute to the development and implementation of key projects and initiatives.

Compliance

Support the Payroll Manager with:

- Completion of regulatory requirements (and associated administration) including HMRC submissions, RTI, P11D, P60, P45 payment of Court Orders, SSP, SMP, SPP and all and any other associated administration;
- Ensuring accurate payroll accounts are provided to finance within the appropriate time-scales;
- Working with the People Services Delivery Manager to ensure that People Services delivery team are aware of and deliver HR Services in accordance with the appropriate legislative, operational standards, and controls; and
- Ensuring that Payroll records are maintained to agreed standards.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Payroll Specialist at the East of England Co-op:

- Demonstrates a good working knowledge of operating a payroll service using multiple systems and processes.
- Ability to challenge and use professional knowledge to confidently advise others.
- Seeks to continuously review and improve the payroll service offering through service enhancements or delivering efficiencies.
- Seeks to deliver great service by working to high standards and seeking to provide solutions.
- Demonstrates understanding and experience of working with payroll systems, including requirements gathering, developing, and testing.

Payroll Specialist

Job Description

- Knowledge and understanding of complex pay and condition queries, including pensions, HMRC and other statutory requirements.
- Confidence in dealing with HMRC compliance matters and pension auto-enrolment schemes.
- Evidence of continuing professional development and sound payroll technical know-how, with membership or working towards CIPP or demonstrable equivalent ability.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

This is a hybrid-working position which will require you to balance time in our office and working from home, the arrangements of which will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.