NHS TAYSIDE – AGENDA FOR CHANGE

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | Job Title | | Payroll Officer |
| Department(s)/Location | | Payroll |
| Number of Job Holders | | 8 |
| **2. JOB PURPOSE** | |  | |
| To provide an accurate, efficient and confidential Payroll service to all departments and employees across NHS Tayside. This includes the provision of advice and guidance to managers, HR and staff members in the application and interpretation of all appropriate terms and conditions of service, local agreements, policies, procedures and statutory regulations relating to salaries. | | | |

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| **3. ORGANISATIONAL POSITION** |  |
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| 5. MAIN DUTIES/RESPONSIBILITIES To provide an accurate, timeous and confidential payroll service. This involves:  1. The Post holder is required to have an in-depth knowledge of all appropriate terms and conditions of service. The Post holder must have knowledge of these terms and conditions and how/where they apply to each staff group.   1. The Post holder is required to ensure that salaries/wages are paid accurately and timeously to each staff member. Strict deadlines are set in relation to the processing of salaries and the Post holder is expected to control and prioritise own workload on an autonomous basis to ensure these deadlines are met. 2. Providing advice to hospital managers, employees and HR staff on complex issues, which require detailed analysis to ensure correct advice is given. This applies particularly to issues relating to all appropriate terms and conditions of service regulations, sick pay payments and deductions, maternity/paternity/adoption leave, promotion, protection, credit of previous service and statutory and authorised deductions. 3. Responsible on an ongoing basis for the training and supervision of trainee payroll officers in use of ePayroll, eESS (electronic Employee Support System) which transfers information in relation to new starts, permanent amendments, terminations and other relevant payroll information via an electronic interface directly into ePayoll, and SSTS (Scottish Standard Time System) which downloads Sickness, Hours, Absence etc into ePayroll, the computerised payroll system used by NHS Tayside), all appropriate terms and conditions of service and statutory regulations until they reach the standard required for full payroll officer duties. This involves; checking all routine input and output, training on all statutory legislation and all appropriate terms and conditions of service, in depth instruction on actioning changes of conditions from checking correct placements on scales and points to the appropriate calculations of payment through to action of the changes in the ePayroll and checking that the output is as expected, calculation of final pension remuneration for superannuation purposes, and maternity calculations as examples. 4. Checks all routine input and output for fellow payroll officers. 5. Ensuring all employees are paid correctly on a monthly/weekly basis, verifying all input to ePayroll. 6. Investigation of payroll queries and discrepancies e.g. monies not due, to understand how the situation has arisen and consider the range of options available for recovery and any other necessary remedial action. 7. Planning and prioritisation of diverse and complex monthly workload to ensure all payments are made timeously and accurately to stringent deadlines. 8. Accepting transactions via eESS and amending if necessary within agreed parameters for all new employees onto ePayroll ensuring they are paid correctly through verification of documentation and timeous processing, arranging prepayments if necessary.      1. Checking previous employment service details for new employees and verifying previous service with other organisations where necessary, ensuring that correct credit is applied for scale points/salary and any arrears paid. 2. Accepting transactions via eESS and amending if necessary within agreed parameters of all changes to employees pay status, including promotion, changes in hours, and changes of personal details. 3. Calculation and processing of Maternity/Paternity/Adoption pay in line with all appropriate terms and conditions of service and statutory regulations. 4. Calculation of pay on promotion, ensuring credit for any relevant previous service is given, in accordance with appropriate terms and conditions of service. 5. Ensuring all employee details are maintained in a systematic, confidential and accurate manner. 6. Processing and calculation of pay at termination, including notice and redundancy pay, and provision of service and P45 documentation. 7. Calculation of pay protection arrangements, usually on an individual employee basis ensuring payments are controlled weekly/monthly and updated in line with pay awards and/or changing circumstances. 8. Processing of annual pay awards and manual calculation of arrears of pay where necessary. 9. Ensuring that employee’ tax and national insurance status are correct and that correct contributions are deducted timeously and accurately. 10. Ensuring that correct Superannuation status (e.g. Mental Health Officers) and details are maintained for employees and that correct deductions are made, e.g. Additional Voluntary Contributions. Negotiate repayment terms for arrears of additional superannuation contracts contributions with employees. 11. Calculation of provision and final 3 years superannuable pay at termination date and forwarding to the Scottish Public Pensions Agency. Post holder must ensure submission of accurate figures to ensure accurate and timeous pension award. 12. Ensuring correct processing of payments/deductions made on behalf of outside agencies e.g. Department Working Pensions, and arrestment of salary deductions. 13. Implements and proposes changes to procedures in the payroll department and adheres to NHS Tayside policies and procedures. Participates in research e.g. staff surveys. 14. Participating in the delivery of training sessions for managers/HR/employees to ensure they are made aware of conditions of service and employment regulations relating to payroll and payroll documentation. 15. Providing cover for other members of the department when on sick/annual leave to maintain level of service.   Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| **6. COMMUNICATIONS AND RELATIONSHIPS**  Communication by phone and email, both in person and in writing with:  **INTERNAL**  Payroll and Payroll Services colleagues.  Maryfield Financial Services Centre staff e.g. Treasury Dept., Finance Dept., eHealth Dept.  Management Accounts staff employed within NHS Tayside.  Human Resources Departments throughout NHS Tayside NHS Tayside managers.  Staff currently and previously employed within NHS Tayside e.g. medical staff, nurses, administration staff, ancillary staff, biomedical scientists etc.  **EXTERNAL TO NHS TAYSIDE**  Scottish Public Pensions Agency  Her Majesty’s Revenue & Customs (HMRC)  Financial Organisations, e.g. Banks/Building Societies  Department of Work and Pensions  Local Government e.g. Dundee City Council  Other NHS Employers |
| **PURPOSE**  To provide advice and guidance on complex payroll matters and terms and conditions entitlements, occasionally to people who do not have English as their first language.  To solve problems and provide complex information in a readily understandable manner.  To promote understanding of all appropriate terms and conditions of service and statutory regulations  To negotiate repayments of small overpayments and superannuation arrears.  Payroll administration in the NHS is complex with employee expectations of 100% accuracy. The post holder must remain calm under pressure. Diplomacy, tact, empathy and restraint is often required when dealing with angry and upset employees when regarding sensitive issues, for example, sick pay entitlements, which may be distressing for the employee concerned. Also, it is essential to communicate sensitively with seriously ill staff when processing ill-health retiral applications, and bereaved relatives of staff who have died in service. |
| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  For entry, an appropriate qualification would be the Chartered Institute of Payroll Professions (CIPP) Payroll Technician Certificate or relevant payroll experience before taking up the post. Thereafter a period of on the job training in an NHS Pay Office will be required.  After this period the post holder will be working at the level of an appropriate payroll technician qualification, e.g. CIPP level 3, or equivalent knowledge and experience.  Continuous/ongoing training for ePayroll, eESS, SSTS, all appropriate terms and conditions of service and other Outside Agencies e.g. HMRC, DWP, SPPA etc.  Knowledge/expertise in ePayroll, eESS and SSTS.  Knowledge of statutory requirements in relation to HMRC, Department of Work and Pensions and SPPA.  Extensive knowledge of all appropriate terms and conditions of service.  Ability to manage diverse workload to strict deadlines.  Ability to produce a high standard of work, accurately and with attention to detail while under pressure.  Good communication and interpersonal skills.  Ability to relate confidently and with accuracy to staff, managers, HR and outside agencies.  Advanced keyboard skills for data entry to ePayroll etc.  Highly numerate.  Ability to manage own time effectively. |

ESSENTIAL ADDITIONAL INFORMATION

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| **8. SYSTEMS AND EQUIPMENT**  The post holder has a duty of care for the following communal hardware/software:  ePayroll (Payroll input system)  CMOD(Internet based archive system)  eESS (electronic Employee Support System)  SSTS (Scottish Standard Time System)  Microsoft Word  Microsoft Excel  Microsoft Access  MS Teams  Internet Explorer  Email  Fax and photocopier machines  PC  Microfiche copier  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**  Physical Although some standing and walking with some light physical effort is required, this post mainly involves continuous use of a VDU sitting in a restricted position. Advanced keyboard skills.  Requirement to transfer old files/computer printouts to storage. This involves lifting items and transferring manually to a new location. This occurs approximately 2-3 times per annum and may involve transferring items to an off-site location.  Advanced keyboard skills. Mental There is a frequent requirement for prolonged concentration of an intense nature while competing with frequent interruptions e.g. calculating pay adjustments e.g. promotions and arrears or overpayments, data input to ePayroll, or processing staff returns, for most of the day, every day, whilst answering telephone queries which causes the reprioritisation of the workload  Open plan accommodation results in a high noise level from phone calls etc. making high standards of accuracy stressful and difficult to achieve. Emotional Frequently required to inform and reassure angry/emotional employees when answering queries either over the phone or in person. This occurs at least weekly. Working Conditions Post holder spends most of day working at desk level whilst using a VDU for data input and information retrieval. |
| **10. DECISIONS AND JUDGEMENTS**  The Post holder is required to deal with a large amount of payroll input which is submitted to the department from HR departments, managers, SPPA, Inland Revenue etc. This requires the Post holder to prioritise duties taking consideration of paybill deadlines and pension application submission dates for timeous payment at retiral.  The Post holder works autonomously in prioritising own workload and allocating work to trainees, ensuring that paybills are completed in line with the allocated deadlines.  Although a manager should be available at all times for reference, the Post holder is managed rather than supervised.  The Post holder is responsible for ensuring that all queries are dealt with following contact from managers, staff, HR departments etc. The Post holder will prioritise the importance/urgency of each query and deal with it as necessary.  The Post holder will pro-actively seek information/clarification from managers; HR departments etc. in relation to queries received.  The Post holder is required to ensure that all self-generated records are accurate and up-to-date so that information can be accessed quickly.  The Post holder will delegate routine tasks to support staff as necessary.  Responsible on an ongoing basis for the day to day training including work allocation and supervision of trainee payroll officers in use of ePayroll, SSTS, all appropriate terms and conditions of service and statutory regulations until they reach the standard required for full payroll officer duties |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Each whole-time equivalent Post holder has the responsibility of processing salaries/wages of an average of approximately 1300 monthly staff and approximately 200 weekly staff. This creates a large volume of data to be input to the payroll system with a large number of queries on a regular basis which are generated both from the input and the paybill.  There is a requirement to deal with aggressive/rude and emotional employees across all disciplines that contact the pay department with wages/salaries enquiries. Queries may include reduction in pay due to sick leave or no overtime payments received. It can often be the case that the expected payment has not been made due to an oversight out with the control of the pay department but this is not always recognised by the person making the enquiry. Contact with staff can be via the telephone or in person.  The Post holder is also expected to deal with enquiries from staff members which are of a sensitive, complex and extremely emotional nature e.g. an application for death benefits following the death in service of an employee or an ill-health retiral application. In these situations the Post holder may need to liaise with the next of kin of the actual staff member. |