

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Payroll Officer (SSTS)
Immediate Senior Officer/ Line Manager	Payroll Section Manager (SSTS)
Department	Payroll Services
Directorate	Finance, Corporate Governance and Legal Services
Location	Various
CAJE Reference	NPFCGLSG013

2. JOB PURPOSE

To work as part of the Scottish Standard Time System (SSTS) team, maintaining SSTS and providing training, coaching and support to all SSTS users. SSTS is a national time and attendance system that is used throughout NHS Scotland. The post holder, as a local system expert, will provide first line support to all users of SSTS, and will also support and train users in the use of the SSTS reporting system, Business Objects (BOXI), maintain system data, analyse reports, and advise NHS Boards, so that maximum benefits are gained from the system.

3. DIMENSIONS

Payroll Services supports 80,000 staff approximately, across 8 different NHSScotland Boards.

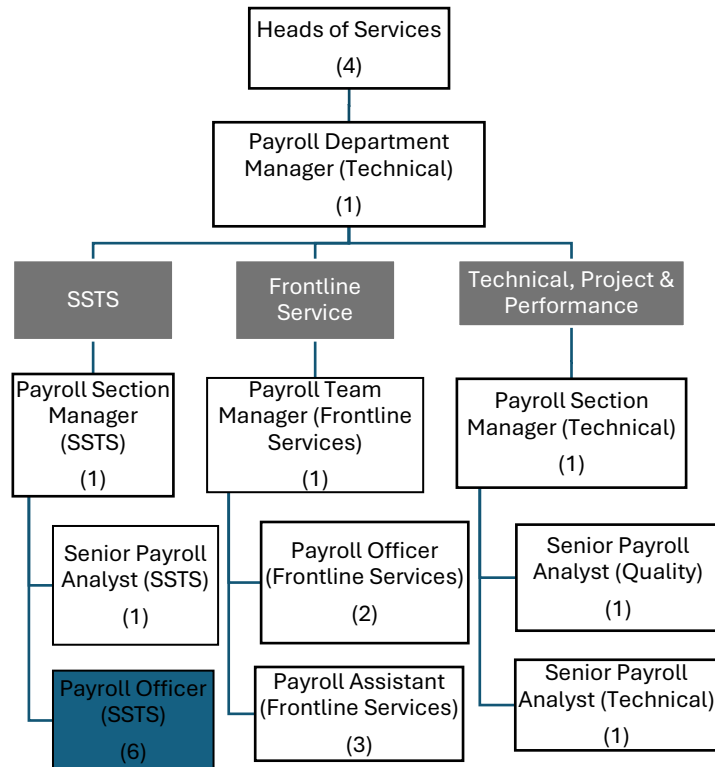
The SSTS Team also provide SSTS managed services through an SLA to NHS Dumfries & Galloway with approximately 5000 additional staff and a further £200Million in annual payroll payments.

Through the efficient management of SSTS operations, the post holder ensures that appropriate payments are made to employees through the NHS payroll system.

The post holder does not carry out any line manager function and will not be expected to control any set budget.

Postholder is part of a team responsible for up to £2.5Billion payroll payments and they contribute to the accuracy of these payments

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

Payroll Services provides a fully managed payroll service to the following boards:

NHS Lothian
 NHS Forth Valley and Strathcarron Hospice
 NHS Fife
 NHS National Services Scotland
 NHS Public Health Scotland
 NHS Healthcare Improvement Scotland
 NHS National Education Scotland
 Scottish Ambulance Service

Payroll Services also provides an SSTS service to NHS Dumfries & Galloway.

Payroll services are responsible for a total pay bill of in excess £ 2.5 Billion for Circa 80,000 Employees and manages the delivery of payroll services to 8 health boards on a shared service basis.

The total budget (staff and non-staff costs, not including national payroll systems) is £2.8 million with 88 staff (WTE) employed by the service.

The role of the Department is to ensure that, from recruitment to retirement, all employees are paid both timeously and accurately in conjunction with their contracts of employment and Terms and Conditions of Service. The department must also ensure that all boards are compliant with all aspects of Statutory legislation relating to Income Tax, National Insurance, Statutory absence payments (SSP, SMP, etc), NHS Scotland Pension Scheme, etc.

Payroll staff play a key role in providing guidance and/or interpretation of complex issues to Heads of Department, Management, and staff.

6. KEY RESULT AREAS

1. Administration of SSTS across all Boards within the Regional payroll services.
2. As an expert user of the system, fully utilise all the complex functions to ensure accurate information is sent to ePayroll.
3. Using developed specialist knowledge, provide comprehensive first line support to all users and advice to all staff to gain maximum benefits from SSTS. To provide SSTS system support and guidance to HR, managers and system users on the application of SSTS ensuring that the end user fully understands the functionality of the system and impact of recording staff working hours correctly, always ensuring compliance with the standing financial instructions and terms and conditions of service.
4. Assist in the development of operational payroll systems, policies, procedure and processes which reflect legislative requirements as well as national and local policies and initiatives thereby ensuring that the provision of Payroll Services meets user requirements and enables them to meet their statutory obligations. Propose changes which may impact payroll service delivery.
5. Regulate and audit weekly and monthly export and import alert files to SSTS ensuring the accuracy of data transferred into ePayroll, adhering to strict deadlines.
6. Support and deliver training to all service users. The trainer will have to adapt their training approach to ensure all users are fully confident with the relevant functionality of the system, to meet the requirements of their particular user role. Collaborate in the coordination of the SSTS training programme, managing diaries to co-ordinate training sessions.
7. Take a lead from the Payroll Section Manager (SSTS) to ensure the effective administration of SSTS to all departments across Payroll Services, considering issues such as organisational structures/establishments and appropriate levels of access for each individual user.
8. Undertake SSTS User Management including setting up of SSTS user accounts adhering to strict IT security policies. Auditing of Authorised signatory on user access form. Deactivating user accounts when users leave their employment
9. Interpret and implement complex Terms and Conditions of service to ensure that every individual is paid correctly in accordance with National agreements, Agenda for Change conditions and locally agreed policies. Ensuring the system is maintained to a high operational standard.
10. Update SSTS on a daily basis from an import alert file from the ePayroll system, in order to reflect changes made on ePayroll, e.g., reassigning employees on SSTS to another location, change of grade etc.
11. Investigate, and resolve pay enquiries on SSTS, utilising the online payroll helpdesk. Providing customers with analysis to better understand the query.
12. Collate developments of SSTS to meet the needs of all users, (keeping in mind the overall goal of an integrated approach to the provision of manpower, pay/financial and HR information), encourage and inform members of staff on the benefits of SSTS and support them in the use of the system.
13. Verify the accuracy of the data entered into SSTS on a weekly and monthly basis, ensuring that departmental managers make any necessary amendments to the data where identified by the post holder.
14. To participate and support in national system testing prior to system updates, providing feedback to the Payroll Section Manager (SSTS) to shape the proposed changes and the future of the system.
15. Run and analyse complex reports for SSTS to check the integrity of data exported to payroll, using Business Objects e.g. Analyse reports of potential inaccurate data entries and liaise with department managers to resolve data errors, prior to exporting data to payroll.
16. Responsible for the training, coaching and development of Payroll Officer (SSTS) as necessary until they reach the high standard required to perform full Payroll Senior Analyst (SSTS)- support trainee

7. ASSIGNMENT AND REVIEW OF WORK/ DECISIONS AND JUDGEMENTS

Post holder works with minimal supervision under the general direction of their Payroll Section Manager (SSTS) and will be required to prioritise their workload to achieve daily, weekly and monthly deadlines.

The majority of work emanates from service users and is system generated and will be a mixture of routine, planned and timetabled tasks as well as ad hoc assignments. Overall direction will be provided by their Line Manager however the post holder will be expected to work autonomously.

When managing day to day workload, the post holder must decide on which non routine tasks take precedence, ensuring all tasks are performed within a very tight timescale so that department deadlines are achieved.

Objectives will be agreed annually with the Payroll Section Manager (SSTS) of Payroll Services at an annual PDP meeting. The post holder is responsible for ensuring delivery of these objectives. This review will take place at mid-year and year end. Update of objectives and review of progress will also take place through regular 1:1 meetings with the Payroll Senior Analyst (SSTS) of Payroll Services.

The post holder is expected to provide expert advice and guidance at all levels regarding SSTS issues and will be expected to exercise judgement when advising or intervening to support the resolution of operational issues and queries. The post holder is an expert on all Payroll related Terms and Conditions of Service (Agenda for Change, Medical and Dental and Executive Level/Senior Management) to enable them to provide accurate guidance with regards to data inputting and the functionality of the SSTS system, ensuring that decisions and judgements in relation to payroll related activities are compliant.

The postholder will analyse and review complex SSTS data in resolving SSTS issues and queries such as working with department managers to identify areas of concern with their rostering practices, and agreeing actions, resources and training plans to resolve such issues.

The post holder plays a role in decisions and judgments relating to the day-to-day operational management of the Regional Services.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The postholder will be expected to establish a wide network of relationships both internally within the NHS boards and also with other NHS bodies and organisations. It will be a requirement of the post to receive, interpret and communicate complex information within the networks created.

Internal

- Senior management of all disciplines, e.g. to advise on system information
- Managers and system users e.g. to provide comprehensive training
- Staff representatives e.g. pay enquires
- HR e.g. queries on employee data
- Payroll departments of other NHS employers e.g. employee previous service details.
- Employees – both current and former e.g. pay enquiries

External

- Other NHS Boards - On an frequent basis dealing with enquiries relating to SSTS
- ATOS – NHS Scotland's IT Service provider.

9. MOST CHALLENGING PART OF THE JOB

The administration of payroll in the NHS is a complex and specialised area. Employee expectations are always for total accuracy, irrespective of numerous mitigating factors out with the department's control. This

requires team effectiveness to ensure a high-quality service is achieved at all times, while working to tight internal and external deadlines whilst processing high volume of transactions timeously and accurately.

To deal with staff and other external parties who can be emotional and demanding, in a professional and courteous manner.

Maintaining up to date Payroll Statutory Legislation, NHS Policies, and service design to ensure that the correct salary payments and deductions are applied.

The postholder will be required to train and work with managers, who may not be familiar with the system, to motivate and persuade end users in the functions of the system.

10. SYSTEMS

Equipment: PC, Telephone, Printer, Photocopier, Calculator all on a daily basis

Systems: Used on a daily basis, to process large volumes of data, ensuring that all data is accurately entered correctly working to tight timescales

System	Description
Scottish Standard Time System (SSTS)	NHS Scotland wide bespoke Time, Attendance & Workforce System
ePayroll System	NHS Scotland wide bespoke Payroll system
eExpenses System	NHS Scotland wide bespoke Expenses system
Service Now	Cloud based enquiry management system
TEAMS	To Facilitate training and attend meetings
eEss	Electronic Employee Support System including Staff Bank
Job Train	National Recruitment system
Business Objects	Corporate Finance and Workforce reporting tool used to extract information from the national workforce systems for financial and business planning purposes
Microsoft Outlook	E-mail and calendar
Microsoft Word	Correspondence, Training materials
Microsoft Excel	Various spreadsheets used to assist in large scale pay calculations
Microsoft PowerPoint	Presentations to Managers / employees (e.g. Induction, SSTS workshops)
Internet	HMRC, SPPA, Scottish Health on the Web websites

11. WORKING ENVIRONMENT AND EFFORT

Physical Effort

Regular/frequent effort includes the use of keyboards for word processing, spreadsheets, e-mail etc as detailed in the section above.

Sitting for long periods at a work station in a restricted position.

Attend meetings, workshops, seminars, and presentations

Mental Effort

The post demands prolonged periods of concentration when undertaking frequent periods of intensive data input throughout the day.

High levels of concentration required when updating SSTS and carry out training.

Throughout the day there is a constant changing between work tasks.

Emotional Effort

Dealing with distressed or aggressive employee's who's pay expectation have not been met at least on a monthly basis.

12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

Extensive use of a VDU. Prior to deadlines the VDU is used continuously. During the remainder of the month it is used on a daily basis (approx. 90% of time).

The postholder works in an open plan modern office environment or from home.

Daily use is made of normal office equipment, PC, printer and copier.

13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

Qualification

- The post holder will be educated to HND Level in a relevant field or equivalent in years of experience
- Have achieved or be working towards Payroll Technician Certificate (Desirable)

Experience

- Previous working experience in a finance or Payroll team including working with a high volume of data
- Expertise in using SSTS, ePayroll and Business Objects.
- Knowledge of Agenda for Change Terms and Conditions of service, statutory payroll related regulations and statutory employment legislation.
- Proven ability in teaching/instructions techniques to develop and deliver associated training programme.

Skills

- Excellent communication and inter-personal skills to enable the post holder to communicate effectively with all levels of staff from a wide range of disciplines.
- Proficiency in Microsoft packages (especially Word, Excel and PowerPoint)
- An understanding of the Data Protection Act, Freedom of Information Act, and the ability to apply these to ensure that complete confidentiality is maintained at all times, whilst being able to respond to queries with tact and diplomacy.
- The ability to absorb and retain large volume of complex information and act accordingly.
- The ability to use initiative and to effectively manage and prioritise workload while working under pressure and maintaining high standards of accuracy.
- Patience and understanding when training staff who may not be IT proficient.
- The ability to work as part of a team to meet fixed deadlines, while incorporating a flexible approach to meet the needs of the service.
- The ability to perform and respond to the demands of a fast-moving environment.
- Postholder requires advanced keyboard skills to analyse and enter data into a variety of systems with both speed and accuracy.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

Postholder Signature:

Date:

Postholder Print:

Manager Signature:

Date:

Manager Print:

Manager Title: