

**NHS NATIONAL SERVICES SCOTLAND
JOB DESCRIPTION**

1. JOB DETAILS

Job Title	Payroll Assistant (Frontline Services)
Immediate Senior Officer/ Line Manager	Payroll Team Manager (Frontline Services)
Department	Payroll Services
Directorate	Finance, Corporate Governance and Legal Services
Location	Various
CAJE Reference	NPFCGLSG015

2. JOB PURPOSE

The post holder will provide customer services support to NHS Staff and Service Users across Health Boards across Scotland ensuring a high quality of service which meets the needs of our customers.

Act as a communications link between internal Payroll Operational Teams and the service users, respond to common queries, triage more complex queries and ensure passed to payroll officer.

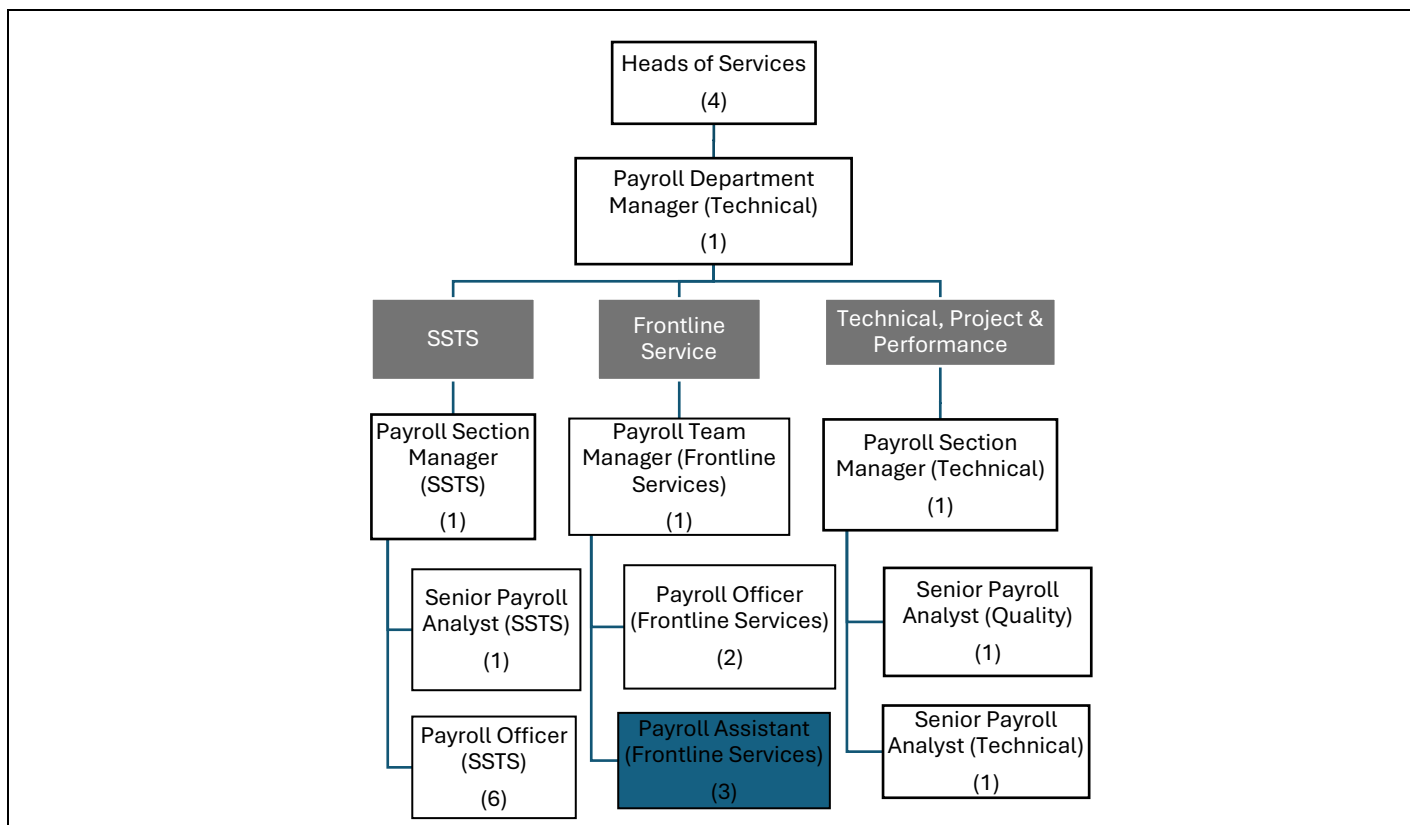
3. DIMENSIONS

Payroll Services supports 80,000 staff approximately, across 8 different NHSScotland Boards. Duties vary but can cover any of the NSS Directorates, 7 external customers, and key functional areas.

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 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. Carry out daily frontline support responding to payroll service users via ServiceNow and email if required, ensuring that these enquiries are handled in a friendly and professional manner.
2. Ensure that requests are logged on ServiceNow system, resolve any basic pay queries such as change of details using standard answers or scripts and guide customer to department for correct

information to resolve pay related query such as HMRC. If not resolved, then assigned to the relevant resolver groups as appropriate for resolution.

3. Responsible for answering system access queries such as setting up NHS staff on eExpenses and ePayroll system, relaying security passwords, aiding with password reset queries adhering to NSS confidentiality guidelines, using bespoke software.
4. Manage and track calls by liaising with development and support teams to ensure incidents are resolved within SLA targets. This includes maintaining the ServiceNow/helpdesk database, a primary data repository for recording and managing customer system issues.
5. Adhere to the NSS guidelines on Data Protection and Freedom of Information when dealing with confidential and sensitive enquiries and liaise where necessary with the Directorate Lead.
6. Act as the first point of contact for incoming pay related and pay system queries via ServiceNow. ServiceNow receives a high volume of pay queries, from a number of different health boards across Scotland. Each query must be accurately assessed, investigated and triaged to determine its priority and appropriate course of action.
7. Adhere to established Service Level Agreements (SLAs) by monitoring response and resolution times, ensuring queries are handled efficiently in the agreed timescales.
8. Support Front Line Services Officer in the creation of common queries answers and other guidance for service users and ensure the Payroll Services Staff Hub and Customer Facing website have relevant and useful customer guidance.
9. Fully support the quality management process by disseminating and providing feedback on query resolution information, collating data from internal and external customers, in order to attain higher levels of customer satisfaction by ensuring all support staff benefit from experience gained in problem resolution.
10. Create and run various complex Helpdesk database reports using ServiceNow as and when requested by the Front Line Services Team Manager.
11. Analyse query ticket trends and propose solutions to prevent recurrence of problems.
12. Receive emails and ServiceNow tickets from external customers such as NHS front line staff, who can occasionally be challenging around the information you provide. The post holder must be able to demonstrate empathy to their situation and appreciate the customers urgency.
13. Contribute to 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.

7. ASSIGNMENT AND REVIEW OF WORK/ DECISIONS AND JUDGEMENTS

Post holder works with minimal supervision under the general direction of their Front Line Services Team Manager and will be required to prioritise their workload to achieve timescales outlines in SLA agreements or monthly reporting cycles outlines by the Front Line Services Team.

The post-holder must have the ability to analyse and evaluate operational and technical issues in order to identify the issue or fault and then assign corrective actions to operational staff or Payroll Systems Support Officer. The post-holder has the authority to assign internal resolver groups to bring query tickets to a timely resolution.

Objectives will be agreed annually with the Front Line Services Team at a Personal Development Plan (PDP) meeting. The post holder is responsible for ensuring delivery of these objectives and a review will take place at mid-year and year end. Updating of objectives and review of progress will also take place through regular 1:1 meetings with the Front Line Services Team.

The post holder must make autonomous decisions on a daily basis referring to line manager on more complex matters, in line with statutory legislation and Board policy, for example, reviewing notifications of changes to individual data.

Whilst meeting requirements of the role postholder will be expected to make judgements as to how to proceed where there are often more than one possible solution.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The postholder will be expected to establish a network of relationships both internally within the eight NHS boards and also with external government departments, other NHS bodies and organisations. Postholder will be required to provide and receive routine payroll information at all levels to staff who may not have an understanding of basic payroll matters.

Internal

Communications are written, via e-mail, via telephone and in person, on a daily basis with the following:

- HR e.g. queries on provision of employee data
- Payroll departments of other NHS employers e.g. employee previous service details
- Current and former employees e.g. pay enquiry management
- Departmental/Ward managers – provide and receive information on a daily basis in relation to basic pay queries and staff bank queries.

External

On a regular basis:

- Respond to queries related to and direct customers to Scottish Public Pensions Agency e.g. individual employee data.
- Respond to queries related to and direct customers to HM Revenue & Customs e.g. individual employee data.
- Respond to queries related to and direct customers to Department of Work and Pensions e.g. individual employee data.

9. MOST CHALLENGING PART OF THE JOB

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

Making decisions and resolving problems related to pay queries or access to pay related systems. Assisting customers with limited pay related knowledge with their requests by asking appropriate probing questions in order to clarify, understand and deliver a timely accurate resolution.

Working under the pressure of having to provide a high quality, professional and efficient service at all times whilst ensuring that the needs of the key stakeholders for prompt query resolution are met.

Planning and prioritising workload.

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

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
ePayroll System	NHS Scotland wide bespoke Payroll system
eExpenses System	NHS Scotland wide bespoke Expenses system

Scottish Standard Time System (SSTS)	NHS Scotland wide bespoke Time, Attendance & Workforce System
Helpdesk	Cloud based enquiry management system
Scanning & retrieval	Computerised scanned personal files database
CMOD	Internet based pay archive system
Business Objects	Corporate Finance and Workforce reporting tool used to extract information from the national Payroll system for financial and business planning purposes
Microsoft Outlook	E-mail and calendar
Microsoft Word	Correspondence
Microsoft Excel	Various spreadsheets used to assist in large scale pay calculations
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. Regular

Mental Effort

Frequent periods of concentration required when responding to customers, to be alert to problems arising, logging tickets and providing first line support and escalating problems when appropriate.

Adapting communication style to callers technical ability/understanding of pay related information.

Manage a number of queries at once so requires the ability to manage the constant change between work tasks.

Emotional Effort

Dealing with distressed or aggressive employees whose pay expectation have not been met on a weekly basis. This requires tact and diplomacy.

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

- SCQF level 6 e.g. SVQ3 in administration or Higher qualification in e.g. Maths and English or working towards CIPP - Payroll Technician Certificate

Experience

- The post-holder will have experience of working in a customer services environment
- Previous working experience in a finance or payroll team including working with a high volume of data

Knowledge

- Knowledge of statutory entitlements
- Knowledge of payroll or financial systems and processes
- Understanding of General Data Protection Act and how to apply to ensure full compliance

Skills

- Proficiency in Microsoft packages (especially Word, Excel and PowerPoint)
- The post-holder must be an excellent, confident communicator and have the ability to clearly define and explain problems and issues
- The post-holder must be confident and competent to work independently and predominantly unsupervised.
- Excellent organisational and interpersonal skills are required. The post-holder will be required to work both as part of a team and on their own, and must display the ability to show initiative and prioritise work.
- An excellent customer focus is essential along with the ability to handle challenging customers.
- Enthusiasm in dealing and assisting customers with problems.
- The ability to perform and respond to the demands of a fast-moving environment.
- Knowledge of other Finance and Payroll functions is advantageous.
- 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:			