

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Payroll Administrator
Responsible to:	Payroll Team Leader
Department(s):	Payroll Administration & Information Services.
Directorate:	Corporate
Operating Division:	Finance
Job Reference:	033320
No of Job Holders:	20.07 wte
Last Update:	26/01/2016

2. JOB PURPOSE

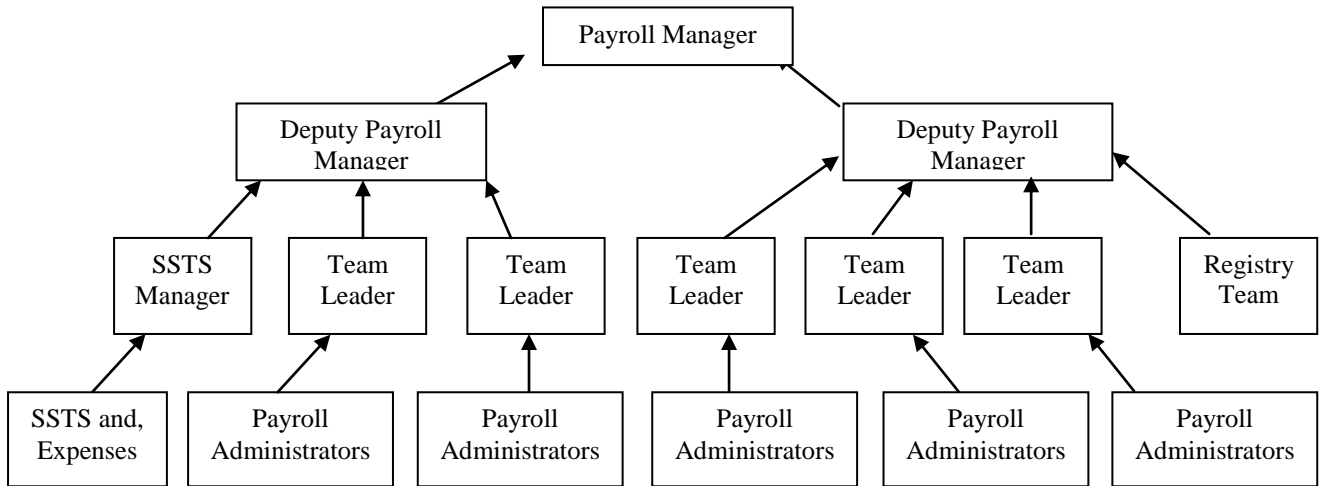
To provide a comprehensive, high quality, confidential and cost effective payroll service to NHS Lothian.
To be responsible for all aspects of payroll covering a wide range of employees ensuring that all statutory requirements, local policies and procedures are adhered to at all times.

3. DIMENSIONS

Payroll Administration & Information Service provides NHS Lothian with a recruitment to retirement payroll function for its employee's. The service is split into five teams. There are currently approx 33,000 payroll records being maintained.

There are five Payroll teams, one SSTS team, one Expenses team and one Registry team within the department – the payroll teams are managed on a daily basis by the Payroll Team Leader. Each payroll administrator maintains approximately 1,200 payroll records at any given time and are rotated on a regular basis. You will be required to oversee and assist in the training of any new team member.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The role of the department is to ensure that from recruitment to retiral, all NHS Lothian employees are paid timeously and accurately in conjunction with their contracts of employment and Terms and Conditions of Service. The department must also ensure that NHS Lothian is compliant with all aspects of Statutory legislation relating to Income Tax, National Insurance, 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 across NHS Lothian.

The proper functioning of payroll is integral to the management of resources across NHS Lothian.

6. KEY RESULT AREAS

1. To calculate and implement the payment of complex pays including appropriate application of Terms & Conditions of service, to ensure individual employees are paid accurately and timeously in accordance with their contract of employment, NHS Terms & Conditions of Service and Statutory Regulations ensuring accurate record keeping and audit compliance.
2. To oversee trainee payroll administrators on a daily basis, including provision of training to enable skills and knowledge to be developed appropriately.
3. To support administrators/managers within all departments on payroll data requirements to ensure payroll procedures are met within the standing financial instructions.
4. To perform a control check on source data from HR/Departments e.g. appointment forms, change forms, termination forms, in accordance with the appropriate Terms & Conditions or policies in order to ensure timeous correct payments, accurate budgetary information and financial reporting.
5. To provide assistance and advice to HR, managers and employee's on all aspects of payroll e.g. Statutory deductions, sick/special/maternity/paternity/adoption leave and superannuation to ensure all local policy and legislative procedures are adhered to in a consistent manner.
6. To provide accurate data to enable SPPA to generate pensions and lump sums for injury/death benefits and both age and ill health retrials.
7. To analyse and verify all payroll output and employee records and taking any corrective measures required to ensure correct payment of employees and audit compliance.
8. To assume responsibility for ensuring all Statutory & voluntary payments and deductions are timeously and accurately actioned within the payroll system e.g. Earnings Arrestments, Additional Voluntary Contributions', Tax Codes and trade union subscriptions.
9. To take responsibility for the provision of information when dealing with requests from employees, external organisations e.g. HMRC, Department For Work & Pensions, Child Support Agency, Building Societies, Solicitors etc, responding within departmental timescales and complying with the principals of the Data Protection Legislation.
10. Maintain up to date knowledge of all aspects of payroll and employment legislation in order to facilitate any changes to pay and pension benefit calculations
11. On an ongoing basis administer Pay Protection arrangements, ensuring payments are controlled monthly and revised in line with pay awards and/or changing circumstances.
12. Establish and maintain highly confidential paper and electronic records for all employees, adhering to the Data Protection Legislation, Freedom of Information Act and NHS policies.
13. To comply with departmental procedures, Standing Financial Instructions and apply best practice at all times.
14. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.

7a. EQUIPMENT AND MACHINERY

Desk Top PC's, Telephone, Photocopier, Microfiche Reader Printer.

7b. SYSTEMS

NHS Scotland Payroll System, Scottish Standard Time System (SSTS), Microsoft Word, Excel & Access, Internet, Intranet, e-mail, CMOD – Data Archive System, Alchemy – Personal Files Data Archive System.

8. ASSIGNMENT AND REVIEW OF WORK

1. The post holder, will be required to prioritise their workload to achieve daily, weekly and monthly deadlines.
2. The nature of the work will be a mixture of routine, planned and timetabled tasks as well as ad hoc assignments.
3. The post holder is managerially accountable to their Payroll Team Leader and will attend weekly meetings to review progress and discuss and develop solutions to problems identified by the post holder as a barrier to progress.
4. Objectives will be agreed annually with the Payroll Team Leader. Formal review will take place at mid-year and year-end.

9. DECISIONS AND JUDGEMENTS

1. The post holder must make decisions on the application of statutory legislation and Board's policy eg. Calculation of maternity payments
2. 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.
3. The post holder is expected to make autonomous decisions on a daily basis referring to their line manager on more complex matters. These decisions will be made within departmental policies and procedures.
4. The post holder is required to analysis payroll output reports to identify any potential errors and take decisive action to correct the results, referring to line manager if required. Eg Service manager input incorrect information into SSTS which would result in an overpayment of salary.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. 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 outwith 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.

2. To deal with staff and other external parties who can be emotional and demanding, in a professional and courteous manner.
3. Maintaining up to date Payroll Statutory Legislation, NHS Policy and service design to ensure that the correct salary payments and deductions are actioned.

11. COMMUNICATIONS AND RELATIONSHIPS

Within NHS Lothian

- Payroll Team Leader – On a daily basis in relation to queries arising
- Deputy Payroll Manager - On a daily basis in relation to queries arising
- Divisional Manager - On a daily basis in relation to queries arising
- Human Resource Colleagues – On a frequent basis relating to information provided
- Departmental / Ward Managers – On a daily basis dealing with pay queries
- Employees/ex-employees of NHS Lothian – On a daily basis dealing with pay queries
- Finance staff – On an infrequent basis dealing with enquiries

External

- HMRC - On an infrequent basis dealing with enquiries
- Department of Work & Pensions - On an infrequent basis dealing with enquiries
- Scottish Public Pension Agency - On an infrequent basis dealing with enquiries
- Child Support Agency - On an infrequent basis dealing with enquiries
- Sheriff Officers - On an infrequent basis dealing with enquiries relating to Earnings Arrestments
- Solicitors - On an infrequent basis dealing with enquiries relating to Third Party Claims
- Other NHS Boards - On an infrequent basis dealing with enquiries relating to previous service

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills and Effort

Standard keyboard skills

Sitting for long periods at a work station

Occasionally lifting & carrying heavy paper output from the payroll process

Mental Effort

Concentration required when undertaking frequent periods of intensive data input throughout the day
High levels of concentration required when updating records, reconciling cumulative totals, performing manual calculations & processing SPPA pensions.

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.

Dealing with and assisting relatives of bereaved employees.

Working Conditions

Office Conditions

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13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualification

- Foundation CIPP qualified or equivalent

Experience

- Significant previous payroll experience in a large organisation including detailed knowledge of statutory requirements in relation to Inland Revenue, Dept of Works and Pensions and employment legislation
- Understanding of Data Protection Legislation, Freedom of Information Act, and of how to apply these to ensure full compliance.

Skills

- Advanced IT skills with advanced knowledge of spreadsheets and word processing packages
- Good interpersonal skills including the ability to communicate financial information to non-financial managers

14. JOB DESCRIPTION AGREEMENT

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

Job Holder's Signature:

Head of Department Signature:

Date:

Date: