

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Payroll Team Leader

Responsible to: Deputy Payroll Manager

Department(s): Payroll Administration & Information Services.

Directorate: Corporate

Operating Division: Finance.

Job Reference: 044905

No of Job Holders: 5

Last Update: October 2016

2. JOB PURPOSE

To provide a comprehensive, high quality, confidential and cost effective payroll service to NHS Lothian.

To lead a team, ensuring employee personal records are updated and financial information is processed in accordance with Statutory Legislation, operating procedures, legal, financial deadlines and audit requirements.

3. DIMENSIONS

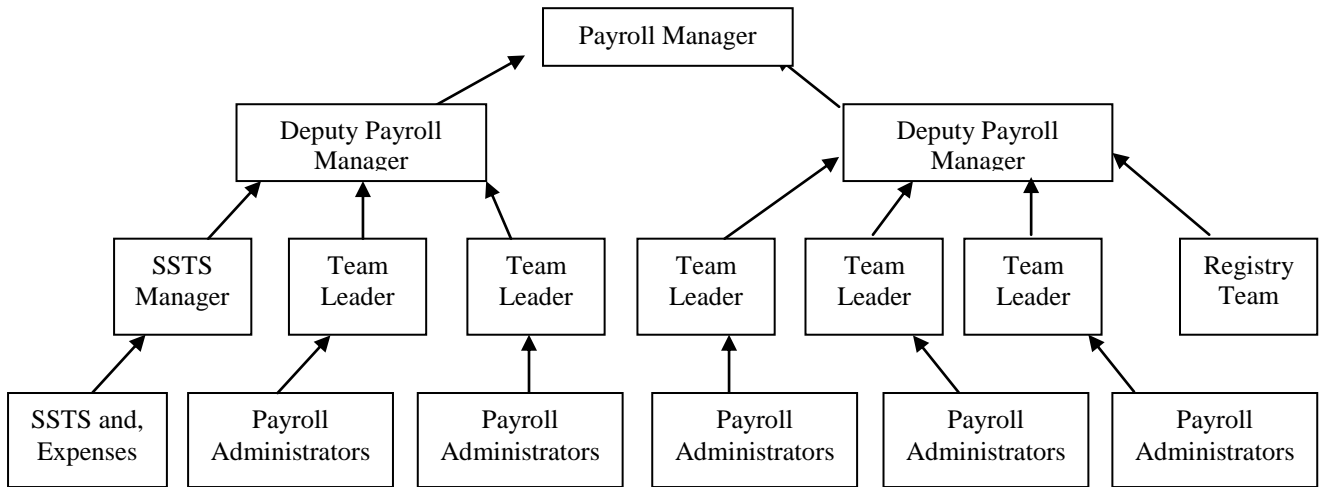
Payroll Administration and information services provides NHS Lothian with recruitment to retirement payroll function for its employee's, there are currently approx 33,000 payroll records being maintained.

There are 5 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 (This Post). 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 be involved in the overall day to day operational management of the department and to oversee and assist in the training of any new team member.

Staff Responsibilities

Day to day management of a payroll team of approximately six staff and training and mentoring of all new team members.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The role of the department is to ensure that from recruitment to retirement, 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. Responsible for the daily operational management of a specific payroll team of Payroll Administrators including the assessment of the current payroll processing situation against staffing levels, anticipated workload, tasks in hand and processing timescales. Re-allocating workloads when situation demands, across the team to ensure operational and statutory deadlines are met.
2. Day to day management responsibility for a payroll team including recruitment, appraisal, absence management, managing performance, leading, motivating and development of staff to ensure they have the necessary knowledge, skills, attitudes and motivation to achieve work objectives.
3. To maintain and keep up to date with statutory legislation, local/national policies & procedures and be able to act in their own way within broad guidelines.
4. To take a lead role in the supervision, training and appraisal of all new staff and trainees. Ensuring the training programme is adhere to and is in accordance with their development plan. Providing trainees with support and mentoring during their training period.
5. To maintain up to date knowledge of all changes with statutory legislation, local and national policies and procedures and ensure that the team members are kept informed of same.
6. Provide a quality audit on all source documents submitted to payroll for processing and where analysis has identified discrepancies, advice the originating party in order to rectify any issues.
7. To ensure all output transaction logs are scrutinised for accuracy, referring to payroll administrator where discrepancies are found, in order to maintain an operating error rate of less than 1%
8. Contribute payroll expertise when providing training and guidance to line managers and employee relations colleagues for example on the completion of the payroll related forms and personal payroll data to ensure completeness and compliance with Confidentiality Policy/Data Protection Legislation, best practice.
9. Responsible for ensuring that NHS Lothian complies fully with their legal requirement to recover Student Loans, Deduction of Earnings Orders, Earnings Arrestments etc, when instructed to do so in order to avoid any penalty charges that may be levied.
10. Responsible for reviewing all source documents and correspondence relating to pension scheme benefits. This is to ensure that all necessary documentation has been provided and correctly completed by all parties and to check the calculation for accuracy prior to submission to SPPA within the specific timescales.
11. Develop and provide ad hoc reports, using BOXI/Excel software in order to facilitate requests from NHS Lothian management or for in-house analysis of payroll data.
12. To support NHS Lothian's values or quality, teamwork, care and compassion, dignity and respect and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Desk Top PC's or Laptop, Telephone, Projector, Video / tele-conferencing, Photocopier/Scanner/Printer, Microfiche Reader Printer.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

NHS Scotland Payroll System, Scottish Standard Time System (SSTS), Microsoft Office applications - Word, Excel, PowerPoint, Outlook & Access, Internet & Intranet – including website publication tools, e-mail, CMOD – Data Archive System, Alchemy – Personal Files Data Archive System, Staff training booking systems (eESS & EMPower etc), Personal Development Plan Recording System, Incident Recording System.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided

8. ASSIGNMENT AND REVIEW OF WORK

1. Then responsibilities of the post are self directed. The post holder will make autonomous decisions on a daily basis including providing advice to colleagues within the department. A number of target critical dates are predetermined by the organisation eg: weekly and monthly deadlines to ensure correct salary payments are made to staff.
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 the Deputy Payroll Manager and will attend fortnightly 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 Deputy Payroll Manager. Formal review will take place at mid-year and year-end.

9. DECISIONS AND JUDGEMENTS

Through application of specialised knowledge the post holder must exercise judgement accordingly when applying Statutory legislation or policy eg: Determining the appropriate pension tier rate or categories

Analyse output payroll reports and identify potential errors taking appropriate corrective action as required which prevents an employee being paid incorrectly.

The post holder is expected to make autonomous decisions on a daily basis referring to their line manager on more complex matters. Eg: interpretation of terms and condition of service and new circulars and guidance issued.

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/or 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.
4. The post holder must be able to balance and prioritise their own and their teams workload in order to meet the predetermined annual processing schedule. In the absence of a fellow divisional manager they must provide suitable cover to their work and the needs of their team.

11. COMMUNICATIONS AND RELATIONSHIPS

Within NHS Lothian

- Their own Payroll Team – On a daily basis in relation to queries arising
- Payroll Team Leader – On a daily basis in relation to queries arising
- Deputy Payroll Manager - On a daily basis in relation to queries arising
- Payroll 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 and possibly working from home

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

- Foundation CIPP qualified or equivalent plus:
- Significant previous payroll service experience in an NHS Board/Trust or similar large organisation, including detailed knowledge of statutory requirements in relation to HMRC, Dept of Works and Pensions and employment legislation
- Previous experience of managing or supervising a team of staff
- Understanding of Data Protection Legislation, Freedom of Information Act, and of how to apply these to ensure full compliance.
- Competent IT skills of Microsoft office software with a solid working knowledge of spreadsheets and word processing packages.
- Good interpersonal skills including the ability to communicate well with all grades of staff.

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: