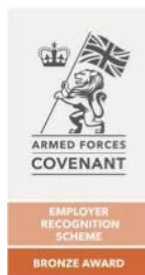


# Payroll Officer

## Candidate Information Pack



# The Opportunity

## 1. Job Identification

<b>Job Title</b>	Payroll Officer
<b>Band</b>	Band 4
<b>Salary</b>	£22,700 - £24,973 (pro rata)
<b>Scale</b>	Agenda for Change**
<b>Hours</b>	Part Time 30 hours per week
<b>Contract Type</b>	Fixed Term 12 months
<b>Department</b>	Finance – Payroll Services
<b>Reporting to</b>	Joanne Inglis
<b>Base</b>	Mountainhall Treatment Centre

\*\* NHS Scotland's AFC pay system differs slightly from NHS England, Wales or Northern Ireland. Please click [here](#) to access the most up to date pay scales and Terms and Conditions.

## Contact Details

We welcome informal contact from prospective candidates who wish to better understand the role.

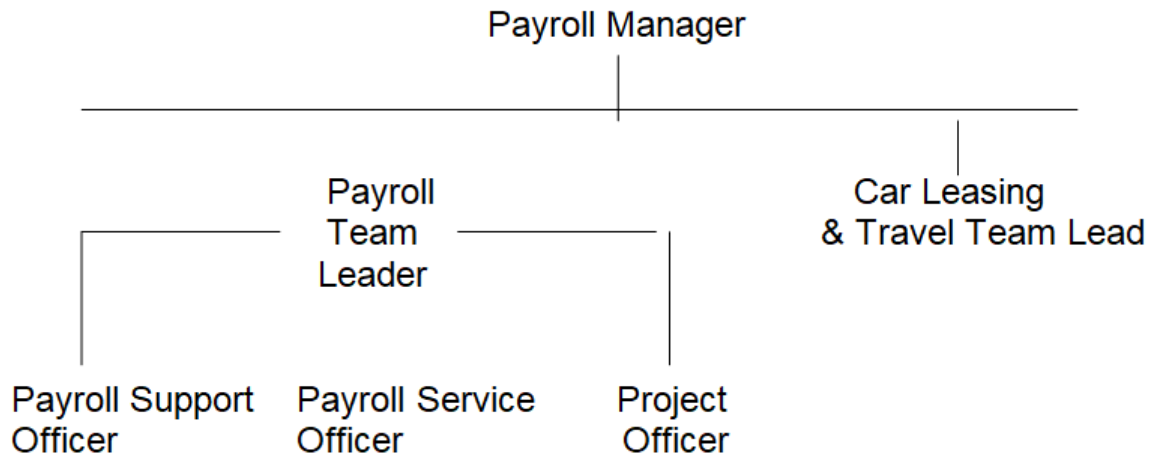
Please contact: Joanne Inglis by phoning 01387 244 075  
Email: [joanne.inglis@nhs.scot](mailto:joanne.inglis@nhs.scot)

# Job Description

## 2. JOB PURPOSE

- To work as part of a team to deliver a high quality payroll service to the NHS in Dumfries and Galloway whilst conforming to national and local Terms and Conditions of Service and statutory legislation.
- The role will include a significant element of project work.

## 3. ORGANISATIONAL POSITION



## 4. SCOPE AND RANGE

- The post holder will undertake payroll related project work as determined by the Payroll Manager.
- Depending on experience and under the direction of the Payroll Team Leader, the post holder may be required to supervise, train and develop Trainee Payroll Officers.
- Responsibility for covering the full training programme is a joint responsibility between the Job Holder and Team Leader.
- During the initial stages of the training programme, the Job Holder is expected to fully check the work of the Trainee Payroll Officer in conjunction with the Team Leader. The impact on the Job Holder will be reduced as aspects of the training programme are completed.
- Depending on experience and under the direction of the Payroll Team Leader, the post holder may be required to perform accuracy checking on junior staff and other payroll officer work.
- The Job Holder may be required to participate in payroll related seminars for Managers and/or employees.
- The Pay Department processes salaries and wages for approximately 5,500 monthly paid and 650 weekly paid employees.

## 5. SYSTEMS AND EQUIPMENT

### Equipment used on a daily basis:

- PC
- Telephone
- Printer
- Photocopier
- Calculator
- Microfiche Reader
- Fax Machine

### Systems used on a daily basis:

- Scottish Standard Payroll System – Payroll system unique to NHS Scotland
- Mobius – Internet based pay archive system
- E-Mail – E-mail and calendar
- Microsoft Word – Correspondence
- Microsoft Excel – Various spreadsheets used to assist in large scale pay calculations
- Internet – Inland Revenue, SPPA, Scottish Health on the Web websites

## 6. DECISIONS AND JUDGEMENTS

- The Post Holder works with minimal supervision under the general direction of the Payroll Manager.
- The Post Holder will be responsible for designing and implementing relevant project planning as appropriate. Identifying resource requirement and subsequently managing those resources.
- The Post Holder will periodically report progress of key projects including any issues that may arise or affect the successful completion within the agreed timescale.
- The Post Holder may be requested to manage simultaneous projects using their judgement to prioritise work and potentially others work in order to meet all deadlines.
- All operational decisions regarding the day-to-day administration of a sub section of the payroll are the responsibility of the Job Holder. Advice regarding complex issues is available from the Team Leader/Payroll Manager.
- The majority of work emanates from Service Users and is system generated. The Job Holder has responsibility for managing and prioritising their own workload whilst ensuring that all work is completed within the prescribed task-driven deadlines.
- Service Managers, external authorities and employees of the Board provide instructions. Regulations are interpreted and guidance obtained from Agenda for Change Handbook, Whitley Council Handbooks, local Policies/Agreements, PAYE/NIC Guides, Standing Financial Procedures and Departmental and Audit Procedures.
- The Team Leader may delegate tasks, with advice and support being given where required.

- Work is reviewed by regular control checks, with daily contact and regular updates with Team Leader.

## 7. COMMUNICATIONS AND RELATIONSHIPS

### **Internal Communications:**

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

- Dumfries and Galloway Health Board current and former employees e.g. salary queries.
- HR Departments e.g. terms and conditions of service issues.
- IT Helpdesk e.g. fault logging.
- Managers e.g. advice on terms and conditions of service.
- Management & financial accountants and other finance colleagues e.g. out of course payments, debtor accounts.
- Payroll Departments of other NHS employers e.g. verifying reckonable service.

High daily volume; however increases significantly on and around weekly and monthly pay dates. Communication with other NHS employers increases during large-scale intakes of staff e.g. six monthly junior doctor rotations. Occasional telephone and formal written contact with the following:

- Scottish Health Service Central Legal Office, e.g. provision of pay information to support legal actions.

### **External to the health service:**

Communications are via telephone and in writing on a frequent basis (i.e. several occasions every week) with the following:

- Scottish Public Pensions Agency e.g. pensions calculations/queries.
- Inland Revenue e.g. employee tax and National Insurance contributions updates/queries.
- Department of Work and Pensions e.g. applications for state benefits.
- Tax Credit Office e.g. applications for benefits.
- Trade Union Representatives e.g. grievances regarding their members.
- Sheriff Officers & Child Support Agency e.g. deductions from earnings orders.
- Solicitors & Accountants e.g. third party claims – employee involved in accident. The post holder may be called upon to give earnings evidence in court.
- Banks, Building Societies & Loan Companies e.g. mortgage references and follow up queries.
- Private pension providers, including in-house Additional Voluntary Contributions providers.

## 9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- This post demands prolonged periods of concentration calculating salaries.

- Speedy and accurate keyboard skills are vital.
- Staff spend long periods of time sitting at desk using a PC.

## **10. MOST CHALLENGING PARTS OF THE JOB**

- Project management can be particularly challenging as by its definition the work involved is new and therefore will require new procedures and processes to be developed.
- Payroll Administration is a complex, specialised area, particularly in the NHS. Employee expectations are 100% accuracy at all times. The role of the Payroll Officer requires comprehensive “on the job” knowledge of NHS practices, policies and procedures. The role requires the ability to remain calm under pressure and to explain complex information in a readily understood manner.
- Handling of enquiries/complaints from disgruntled employees where the exercise of diplomacy, empathy and restraint is required. It is essential to communicate sensitively with seriously ill staff and bereaved relatives of staff who have died in service.
- Meeting the challenges of prioritisation of workload and time management.

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Post holder will have relevant NHS payroll experience, with a comprehensive knowledge of all payroll related regulations and statutory employment legislation.
- Previous experience in undertaking project work including developing project plans, identifying key milestones and managing appropriate resources.
- Practical experience of using Scottish Standard Payroll System.
- Proficiency in Income Tax and National Insurance calculations, and have working knowledge of relevant legislation.
- HNC/HND Administration and Information Technology or a similar relevant qualification or working experience at that level.
- Comprehensive knowledge 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 responding to queries with tact and diplomacy.
- Excellent communication and inter-personal skills, particularly in dealing with people from a non-financial background.
- Project management training would be advantageous.
- Time management skills.
- Good organisational skills.
- Excellent knowledge of Microsoft tools, in particular excel to an intermediate level.
- Numeric skills.
- Problem solving skills.
- Good written communication skills.

- Computer literate, including a working knowledge of MS Office software (Word and Excel) and E-Mail.
- Ability to absorb and retain large volumes of information.
- Use initiative to effectively manage and prioritise workload while working under pressure and maintaining high standards of accuracy.
- Work within part of a team to meet fixed deadlines, incorporating a flexible approach to meet the needs of the service.
- Ability to remain calm and efficient whilst working under pressure.
- Ability to deal sensitively when passing on information that may be distressing to the individual concerned e.g. overpayment in salary.
- Be responsive to organisation and procedural change

## 12. JOB DESCRIPTION AGREEMENT

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

# Person Specification

ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS/TRAINING:</b></p> <ul style="list-style-type: none"> <li>• Minimum of 5 National 5 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of processing payrolls</li> </ul>
<p><b>TECHNICAL ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>• Ability to use Microsoft office applications in particular excel to an intermediate level</li> <li>• Have a practical understanding of confidentiality and data protection legislation</li> <li>• Excellent numeracy and analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to understand and undertake manual calculations (such as tax, NIC and pension deductions) as required by legislation</li> <li>• Have a working knowledge of payroll and pensions legislation</li> </ul>
<p><b>PERSONAL ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>• Enthusiastic and positive with a 'can do' attitude</li> <li>• Confident in undertaking work and identifying where improvements can be made</li> <li>• Good problem solving skills and have the ability to identify the root cause of issues and address them with appropriate solutions</li> <li>• Effective oral and written communication skills</li> <li>• Ability to work as part of a team, demonstrating support to other organisational departments</li> <li>• Excellent time management and demonstrate the ability to work to deadlines and high work volumes</li> </ul>	<ul style="list-style-type: none"> <li>• Have a 'not afraid to ask' attitude ensuring that any task is fully understood before undertaking it</li> <li>• Demonstrating good listening skills</li> <li>• Be confident in asking challenging questions to identify better ways of working</li> </ul>

# Find Out More

For information on NHS Dumfries & Galloway, including details of further staff benefits, our facilities and beautiful surroundings, check out our new Work with Us Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser:

[www.nhsdg.co.uk/workwithus](http://www.nhsdg.co.uk/workwithus)

