

**NHS Grampian
JOB DESCRIPTION**

1. JOB IDENTIFICATION

Job Title: PAYROLL ASSISTANT

Department(s): HR SERVICE CENTRE

Job Reference: RM183006

Contract: Fixed-Term (12 months)

Hours: 37 hours per week

Salary: Band 3 (£25,468 - £27,486)

2. JOB PURPOSE

To work as part of a team providing a competent, responsive and professional payroll, pension scheme administration and Human Resource administration service to the NHS in Grampian.

3. ORGANISATIONAL POSITION

HR Service Centre Head of Service



HRSC Payroll Manager



HRSC Payroll Team Leader



This post

4. SCOPE AND RANGE

Each Payroll Assistant is responsible, under supervision, for the basic payroll administration of approx. 1500 bank workers, an allocation of paper expense claims, basic changes to pay records and compiling contracts of employment. They will be required to provide administration support to the Payroll team for general processing requirements.

5. MAIN DUTIES/RESPONSIBILITIES

- Under supervision, administer a section of payroll consisting of approx. 1500 bank workers. The post holder will ensure that all statutory employment legislation is followed and entitlements are calculated and applied correctly within stringent payroll deadlines
- Review, validate and implement source data for bank workers e.g. new start, employment/personal changes and termination data, in accordance with appropriate terms and conditions and policies, resolve if appropriate, with advice from experienced Payroll colleagues and/or Payroll Team Leaders
- To provide basic advice, information and support to managers, bank workers and HR on different aspects of payment for bank workers e.g. statutory sick/maternity/paternity pay as well as statutory and voluntary deductions from pay, e.g. pension, trade union subscriptions
- Analyse, audit and verify payroll output reports e.g. net pay feasibility, and follow up with any appropriate action to ensure bank workers are paid correctly.
- Undertake manual calculations of pay as required e.g. pay adjustments or retrospective arrears.
- Undertake NHS Superannuation Scheme and NEST Pension Scheme actions, with support from the wider Payroll Team, including assessment of bank workers eligibility for each pension scheme and the control of deductions across multiple posts.
- Work as part of the team to provide aspects of administration cover for trained Payroll Officers during periods of absence
- Information input to Scottish Public Pension Agency portal for previous year adjustments to pay

- Extract pre devised standard reports including basic controls and checks to assist ensuring Payroll KPIs are met
- Under supervision, verify and action paper expense claim forms ensuring they are correctly completed and authorised, ensuring compliance with NHS regulations, local protocols and payroll deadlines.
- Set up new users and apply changes to user records on the eExpenses system
- Responsible for carrying out audit checks on receipts received for expense claims, and undertaking appropriate action as necessary.
- Scanning of all appropriate payroll service documentation onto departmental shared drive / archive storage system
- Distribution of employee pay advices to departments, including set up of ePayslips on request from individual employees.
- Completion of contractual documentation for employees for sign off by Payroll Team Leader, achieving specified accuracy levels and ensuring compliance with Employment Law legislation
- Respond to general requests for pay/ expenses information while adhering to the Data Protection Act, GDPR, Freedom of Information Act and NHS policies.
- Other duties as deemed relevant by the line manager in order to ensure efficient and effective running of the department.

6. SYSTEMS AND EQUIPMENT

- ePayroll System – web based payroll information system – post holder is required to input, amend and delete data in the system for all personal and payroll related changes to ensure accurate payment as well as accurate and up to date employee records.
- eExpenses System – web based expenses information system – post holder is required to input, amend and delete data in the system for all personal and expenses related changes to ensure accurate reimbursement as well as accurate and up to date employee records.
- SSTS (Scottish Standard Time System) – web based roster system – post holder is required to view roster/shift patterns for employees in order to respond to pay queries
- CMOD– Internet based payroll reporting tool - used to extract archived payroll records.
- Various internal computer Access and Excel databases used for purposes such as logging pensions, arrestment's, mortgage enquires, contacts of employments compiled etc. The post holder is required to input and maintain the data.
- Genisys – web based filing system of personal files for all NHS Grampian staff – used to access documentation and to respond to written and verbal enquiries.
- MS Office Word, Excel, Access, Teams, Email, Internet to access internal and national documents detail information and communicate with a wide range of colleagues. MS Word is primarily used to compile Contracts of Employment and prepare responses to written enquiries.
- General office equipment (printer, telephone, fax, photocopier/ scanner, calculator)

All of these systems and equipment are used on daily basis

7. DECISIONS AND JUDGEMENTS

The post holder works under the supervision of the Payroll Team Leader and will be allocated a section of work.

The post holder works on their own initiative to prioritise their workload in line with the payroll deadlines and in accordance with procedures, with guidance available from experienced Payroll colleagues. Payroll Team Leaders are available to advise on more complex matters e.g. NHS Terms & Conditions of Service, Board policies and Pension Schemes.

The post holder is responsible for ensuring that all allocated queries are dealt with following contact from Managers, Staff, and HR etc. The post holder will prioritise the importance/urgency of each query and deal with it as necessary.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal:

- Payroll Officers and Payroll Team Leaders – on a daily basis in relation to queries arising
- Bank workers/ employees e.g. pay queries
- Expense claimants e.g. completion of claim queries
- HR Departments and Managers e.g. querying dubious/ incomplete information received
- Finance colleagues e.g. out of course payments

- Payroll Departments of other NHS employers e.g. confirmation of previous service etc.

External:

- Scottish Public Pensions Agency e.g. pension submission and queries
- HMRC e.g. statutory deduction enquiries
- Department of Work and Pensions e.g. queries on pay affecting individuals benefits
- Sheriff Officers & Child Support Agency e.g. deductions from earnings orders
- Banks, Building Societies & Loan Companies e.g. mortgage references and follow up queries
- Home Office – Visa confirmation data

9. PHYSICAL DEMANDS OF THE JOB

This post demands prolonged periods of concentration calculating expense claims and processing bank pays.

The post demands long periods of time sitting at a work station.

Ability to process large volumes of data with speed and accuracy, requiring the use of a PC for long periods of time.

10. MOST CHALLENGING/DIFFICULT PARTS 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 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.

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

Maintaining up to date knowledge of Payroll Statutory Legislation, NHS Policy and service design to ensure that the correct salary payments and deductions are actioned.

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

- A minimum of five standard grades or Nat 5's, including English and a numeric subject.
- The post holder will require to demonstrate proficiency in a range of statutory payroll and travel legislation e.g. Pay As You Earn (PAYE) which covers Income Tax, National Insurance, Student Loans, etc. and have knowledge of the NHS Superannuation Scheme and NEST Pension Scheme.
- Practical experience of using the national eExpenses and ePayroll systems.
- Proficient in Microsoft Office packages e.g. Excel, Word, PowerPoint , Teams, Access; ideally evidenced via the European Computing Driving Licence (ECDL)
- Good communication skills both verbally and written.
- Good attention to detail required for high volume, accurate processing of information.
- Ability to prioritise workload to meet strict deadlines.

- An understanding of Information Governance standards in order to handle confidential or sensitive information in a confidential manner e.g. Data Protection Act, Freedom of Information Act, GDPR and NHS policies

12. 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:

Date:

Head of Department Signature:

Date:

Personal Specification		
Post/Grade – Payroll Assistant, Band 3		
Location – HR Service Centre, Westholme, Woodend Hospital		
The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below		
General Requirements		
Factor	Essential	Desirable
Qualifications & Experience	<p>Educated to HNC level or equivalent experience in a similar setting.</p> <p>Extensive knowledge and experience of MS software including Word, Excel, PowerPoint and Email.</p>	Experience of using ePayroll or SSTS
Circumstances & flexibility	Flexible team player	Knowledge of NHS Terms & Conditions.
Particular requirements of the post	<p>Confidentiality.</p> <p>Good organisation and time management skills, ability to prioritise workload and ensure that work is planned and managed.</p> <p>Good oral, written and interpersonal communication skills.</p> <p>Accurate, methodical, good attention to detail, ability to work to deadlines whilst maintaining high standards of accuracy</p>	
Level of Disclosure check required	Covered by confidentiality clause when signed off and data protection policy.	