

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title: Payroll Bureau Advisor	Post No:	Grade: Band B
Service: Human Resources	Division: Employee Services	Location: Plough Lane
<p>Organisational information:</p> <p>Responsible to: Payroll Manager</p> <p>Dimensions:</p> <p>The post holder will not have budgetary or line management responsibility.</p> <p>Key relationships/Functional links with:</p> <p><i>Internal:</i> HR Managers/Advisors, Hoople Resourcing staff, Hoople managers and staff</p> <p><i>External:</i> Customers to include Herefordshire Council, schools/academies, GP practices, HALO, Place partnership Ltd, Rutland County Council, external clients, Worcester Pensions, Teachers Pensions, NHS Pensions, HMRC, statutory bodies, government departments, internal and external auditors and external financial bodies.</p>		
<p>Main Purpose of Job:</p> <p>To support the Employee Services team in delivering high quality and responsive HR/payroll services to an array of clients.</p>		
<p>Main Responsibilities / Accountabilities:</p> <p><i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i></p> <ul style="list-style-type: none"> • To be the client account manager for a group of specified clients • To lead on the delivery of payroll/pension/administrative/contractual advice and support to clients and managers/employees within Hoople • To support the management team in ensuring the provision of high quality and consistent payroll/administrative/contractual advice and support service is delivered efficiently and in the most cost effective way • To support in the management of delivery of high quality end to end HR and Payroll transactional processes • To assist with HMRC reconciliations and escalating any queries accordingly • To be responsible for the invoicing of clients on a monthly, quarterly and annual basis • To continuously review working practices, make recommendations and support in the implementation of improvements to service delivery, including system developments • To assist in facilitating employees' BACS payments and any other third-party payments • To ensure employees are paid correctly and promptly and that all compliance matters pertaining to Payroll are adhered to. 		

- To provide efficient first line customer support on a range of transactional HR and payroll activities to all client bases.
- To support in the transactional HR and payroll delivery against performance indicators in accordance with Payroll standards, contracts and Service Level Agreements
- To assist the Payroll Technical Leads in running the weekly/monthly payrolls as appropriate

Job Activities:	Frequency
<ul style="list-style-type: none"> • To deliver a high quality, accurate and efficient payroll and HR contractual/administrative service to specified clients • To act as the key point of contact for specified customers, ensuring that high quality and timely customer service is delivered at all times • To provide advice, guidance and support to managers, head teachers, external clients on a range of HR / Payroll issues including terms and conditions of employment, employment law, pensions and PAYE • To assist in training new staff and supporting the Employee Services Team Leader in the coaching and mentoring of existing staff • To be the first point of contact for any escalated queries or issues and take Responsibility to resolve queries • To develop a good understanding of clients' HR/Payroll transactional requirements and lead on the continuous improvement of systems and processes used • To deliver high performance against key performance indicators as defined in Service Level Agreements • To support the Employee Services Team Leader in developing ways to improve service delivery including developing supporting guides and documentation in order to improve user experience and reduce demand • Working closely with the HR Operational team and School HR Management and Advice team to ensure knowledge is up-to-date and advice given is consistent and is in line with policies, procedures, legislation and HR/Payroll best practice • Maintain a high level of knowledge on PAYE and pension compliance, employment law, terms and conditions of employment for all clients, i.e. STPCD/NJC/NHS • To critically review working practices in line with Lean Systems practice and assist in the implementation of process and systems developments to improve working practices and customer experience • Ensure all client records are maintained in accordance with statutory and audit Requirements 	

<ul style="list-style-type: none"> • Maintaining confidentiality at all times and having a strong emphasis on customer care and experience • Communicate effectively with staff within Employee Services and HR • Any other relevant transactional HR/Payroll duties, as required 	
<p>Other information:</p> <p>The post holder will be required to comply with Hoople's policies and procedures and to adhere to its vision and values. Hoople has a no smoking policy and staff are not permitted to smoke on any premises of Hoople or its customers nor in any vehicle used on business.</p> <p>The post holder will promote Hoople's Health & Safety at Work policies and ensure that these are implemented effectively within his/her areas of responsibility.</p> <p>This job description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation. Other activities commensurate with this job description may be undertaken by the post holder from time to time.</p>	

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: