

## JOB DESCRIPTION

<b>Job Title:</b> Payroll Administrator  <b>Service:</b> Human Resources	<b>Post No</b>  <b>Division:</b> Employee Services	<b>Grade:</b> Band B  <b>Location:</b> Auxilium House
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**Organisational information:**

**Responsible to:** Senior Payroll Bureau Advisor

**Dimensions:**

The post holder will not have budgetary or line management responsibility.

**Key relationships/Functional links with:**

*Internal:* HR Managers/Advisors, Hoople Resourcing staff, Hoople managers and staff

*External:* Customers to include payroll clients, HMRC, statutory bodies, government departments, internal and external auditors and external financial bodies.

**Main Purpose of Job:**

To support the Payroll team in delivering high quality and responsive HR/payroll administration for payroll clients

**Main Responsibilities / Accountabilities:**

*The jobholder will be expected to complete the responsibilities / accountabilities effectively to deliver the key objectives of the organisation*

- To process new starters and leavers within the payroll system
- To effectively and accurately process data within the payroll system
- To support the management team in ensuring the provision of high quality and consistent administrative support is delivered efficiently and in the most cost-effective way
- To respond to all relevant queries in a timely and effective manner as front line support.
- To help review working practices, make recommendations and support in the implementation of improvements to service delivery, including system developments
- To assist in ensuring employees are paid correctly and promptly and that all compliance matters are adhered to.
- To assist the payroll team in running the payrolls as appropriate.

Job Activities:	Frequency
<ul style="list-style-type: none"> <li>• To deliver high quality, accurate and efficient data entry and administrative processing</li> <li>• To act a first point of contact for queries relating to payroll, delivering timely customer service at all times</li> <li>• To develop a good understanding of clients' administrative requirements</li> <li>• To deliver high performance against key performance indicators as defined in Service Level Agreements</li> <li>• To support the payroll team in developing ways to improve service delivery including developing supporting guides and documentation to improve user experience and reduce demand</li> <li>• Ensure all client records are maintained in accordance with statutory and audit requirements</li> <li>• Maintain confidentiality at all times and have a strong emphasis on customer care and experience</li> <li>• Communicate effectively with staff within Employee Services and HR</li> <li>• Any other relevant administrative duties, as required.</li> </ul>	

**Other information:**

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.

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.

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

<b>Manager Signature:</b>		<b>Date:</b>	
<b>Manager Name:</b>		<b>Job Title:</b>	

**Date Job Description last reviewed:** March 2026