

Job Description

JOB TITLE:	Payroll Advisor
GRADE:	G
POST NUMBER:	Various
DIRECTORATE:	Resources
SERVICE:	Finance Audit & Procurement
RESPONSIBLE TO :	Payroll Manager/ Payroll Team Leader/ Payroll Officer
RESPONSIBLE FOR:	n/a
	DBS Basic / Enhanced check not required This post is not politically restricted
JOB SUMMARY:	Assist in the provision of a responsive, professional and customer-focused payroll service providing high quality advice and guidance on a range of payroll related matters including relevant legislation, regulations and national and local conditions of service that meets the needs of customers catering for all relevant and varied terms and conditions of employment. Assist in the day to day work priorities for the team ensuring employees are paid correctly on the due date ensuring that all entries made in the payroll system accurately and promptly reflect in the accounting system ensuring that all Council statutory obligations, guidelines and financial regulations are met. Provide routine advice and guidance on all payroll related matters in accordance with corporate policies and procedures, legislative requirements and statutory obligations
ROLE REQUIREMENTS:	
1.	Provide high quality and timely advice and guidance to customer on a wide range of payroll related matters ensuring confidentiality is maintained and assisting in the resolution of payroll related problems and enquiries escalating any problems that might arise, where appropriate.
2.	Prioritise workload, often against conflicting deadlines, circumstances and expectations, so that all areas of the work are given due priority and none are neglected.
3.	Input accurately to the payroll related database to ensure that its integrity is maintained.
4.	Assist in the development, maintenance and utilisation of the Directorate's management information systems.
5.	Responsible for the processing of payments for professional fees, eye tests, long service awards, overtime and car mileage claim forms, etc
6.	Assist in the maintenance of comprehensive, streamlined and cost effective checking procedures in accordance with best practice and commensurate with the available resources, to ensure accurate output from the payroll system.

7.	Assist in the receipt, distribution, processing and storage of all hard and soft copy information received by the team in accordance with Council policies and statutory recommendations. Ensure that the section's filing and reference systems are kept up-to-date and easily accessible including the archiving and retrieval of archived items as necessary.
8.	Maintain and update all records relating to the work carried out within the Payroll Team including compiling and calculating statistical information as requested and assisting in the compilation of the annual Teacher's Pension return
9.	Assist in the development of comprehensive procedure notes for aspects of the payroll team's work and undertake the full range of administrative support functions to enable continuous service provision.
10.	Draft routine correspondence including memos and letters and to contribute to the design, content and format of standard documents
11.	Provide cover as requested, within the team and other teams within the service. Movement between sections may take place in accordance with professional development and business needs
12.	Comply with all Council policies, including contractual standing orders, financial regulations and all Corporate/HR policies and procedures.
CORPORATE RESPONSIBILITIES	
13.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
14.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
15.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
16.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
17.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
18.	Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.
19.	To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
20.	To undertake additional duties that may arise from time to time commensurate with the grade of the post.
PEOPLE	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
FINANCE	<i>[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]</i>
21.	Support the Director of Finance to effectively manage relevant budgets, deliver financial targets and efficiently deploy resources as appropriate for the Finance Division
SERVICE	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>

22.	Contribute to the Service vision of continuous improvement, seeking out process and other improvements wherever possible and cascading these across colleagues within the department To ensure that the efficiency of the service to clients, family members, external bodies, and internal partners is always maintained
PERFORMANCE	
	<i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>
23.	Work to reach the performance standards agreed with line manager and to achieve the targets set out within the Council's annual performance appraisal process
OTHER CONDITIONS:	
24.	To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	- Detailed knowledge of Payroll regulations, relevant legislation and relevant national and local conditions of service. - Highly developed numerical skills; able to carry out complex calculations - Computer literate, able to update record systems accurately and efficiently	E E E	A/I A/I A/I
Qualifications & Experience	- Experience of utilising Payroll/HR applications/systems - Experience of managing staff - Experience of researching, preparing and drafting concise correspondence including reports	E E E	A/I A/I A/I
	- Ability to plan, prioritise and organise workloads in line with service objectives and customer needs whilst meeting timescales - A methodical and logical approach with the ability to multi-task effectively - Ability to deal with conflicting demands whilst maintaining a high level of customer care to managers, colleagues and members of the public - Ability to work effectively as part of a team.	E E E E	A/I A/I A/I A/I
	- Proven ability to work in partnership with managers, Finance/HR colleagues and external agencies - Proven ability to give considered advice on payroll matters, e.g., statutory/occupational payments, National Insurance contributions, etc., exercising	E E	A/I A/I

	- sound judgement on a daily basis - Well-developed communication and interpersonal skills that establish credibility and confidence dealing with others - Ability to analyse customer needs and identify appropriate responses; resolving customer queries/problems to achieve resolution	E E	A/I/T A/I
	- Commitment to the principles and practice of equality and diversity in employment and service delivery - Ability to reflect diversity issues in the monitoring and evaluation of work.	E E	A/I A
	- Actively pursuing Continuing Professional Development as defined by professional body. - Able to share good practice and experience and learn from others both internally and externally	E E	A/I A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	- Seeks opportunities to build positive relationships with people from other teams and partners - Builds networks with key teams they work with, to ensure they achieve the best outcomes. - Actively builds a positive team in the working environment. - Shares information and engages others in a timely way to achieve the best outcomes	E E E E	A/I A/I A/I A/I
We are OPEN and transparent	Checks understanding, they are understood by others and explains jargon where needed.	E E	A/I A/I

	- Seeks to develop own resilience to manage change, seeking support where necessary. - Approachable and actively seeks feedback from others to improve how they do things.	E	A/I
We are WILLING to challenge, innovate and be accountable	- Takes accountability for delivering own work, setting challenging goals for self. - Seeks to learn from, both failures and successes, to improve how they do things where required. - Looks for ways to continuously improve and develop within role.	E E E	A/I A/I A/I
We empower each other to be EXCELLENT and go the extra mile	- Understands the organisations direction of travel and actively supports that in their work and interactions. - Takes the initiative to improve outcomes because they can explain the difference they have made - Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them - Enlightens people when they have made a difference and shows appreciation through internal recognition schemes	E E D E	A/I A/I A/I A/I
We RESPECT all communities, they are the heart of everything we do	- Actively listens to customers and takes steps to making things better for customers - Shares customer feedback as appropriate to improve the customer experience - Takes ownership of more complex issues, whilst keeping the customer informed. - Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.	E E E E	A/I A/I A/I A/I
Additional Requirements	(Examples provided below) To meet exceptional business needs a willingness to work outside of contractual hours (e.g. evenings, early mornings) with notice, unless there is good reason where this is not possible.	D	

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