

JOB DESCRIPTION

Payroll Advisor

Salary: £30,000 to £32,000 per annum

Role Overview

The Payroll Advisor is responsible for ensuring the accurate, timely, and compliant delivery of end-to-end payroll services across several customer payrolls each month. Serving as the primary point of contact for payroll queries, this role requires an in-depth knowledge of payroll regulations along with excellent customer service skills. The successful candidate will maintain data integrity, adhere to statutory regulations, and continuously look for ways to improve the service for the customer.

Job Description

Main Duties

1. Ensuring adherence to all relevant statutory requirements, including all HMRC and pension scheme requirements.
2. Providing an effective service in ensuring 100% payslip accuracy.
3. Ensuring that all payroll deadlines are adhered to.
4. Meeting the needs of payroll clients by maintaining high levels of customer satisfaction.
5. Fostering and maintaining effective relationships with customers at a senior level.
6. Creating and maintaining employees' payroll records. Liaising with customers to process payrolls throughout the month.
7. Investigating all employee and HMRC payroll related queries and assisting with pension-related queries.
8. Maintain payroll processing system and records by gathering, calculating, and inputting data in itrent payroll software.
9. Calculating SSP, SMP, SPP and other payments and deductions as required (e.g. student loans, travel loans, expense payments, salary sacrifices).
10. Processing employee changes in accordance with various national and local terms of conditions of employment.
11. Taking responsibility for monitoring cut-off dates and ensuring all information is received and inputted in advance of the prescribed deadlines.
12. Processing all P45's, P60's, P11D's.
13. Meeting statutory and organisational requirements relating to confidentiality and data protection.

General Duties

1. To take responsibility for your own personal development and updating your payroll knowledge, with support from One Education, to perform the role at an effective level.
2. To implement positively and ensure compliance with One Education's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Data protection and confidentiality of information and financial regulations.
3. To perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.
4. To employ tact and diplomacy in all interpersonal relationships with colleagues and clients.

Person Specification

Essential Requirements:

- Significant experience of working in a payroll environment – including responsibility for end-to-end payroll processing.
- Demonstrable knowledge of HMRC regulations, including statutory payments, PAYE and RTI.
- The ability to use your knowledge of payroll legislation and organisational policies to effectively resolve high volumes of payroll queries.
- Systems focused with the ability to pick up new systems and processes quickly.
- The ability to manually calculate all payroll deductions including all HMRC, pensions and other third-party deductions.
- Excellent customer service skills.
- Strong attention to detail including accurate and efficient data input skills.
- High-level organisational skills and the ability to manage a busy workload.
- Driven to deliver results consistently and on time.
- Fully competent in Excel, Word and general IT skills in a Windows environment.
- Ability to work independently and as part of a collaborative team.
- Excellent communication skills – both written and verbal with individuals at all levels.
- Discretion and ability to maintain confidentiality.
- Possession of a good standard of education, high standard of numeracy and literacy.

Desirable Requirements:

- Ideally the candidate will have a CIPP qualification.
- Experience of using itrent is desirable though training will be provided.
- Experience of working in the schools' sector and awareness of specific issues relating to school payroll provision.
- Awareness of statutory legislation relating to LGPS and Teachers Pension schemes.