

JOB DESCRIPTION

Payroll Advisor

Salary: £30,000 - £32,000 per annum

Location: Hulme, Manchester

Contract: Permanent

Hours: 35 hours per week

Role Overview

The Payroll Advisor is responsible for the accurate, timely and compliant delivery of end-to-end payroll services across a portfolio of customer payrolls. Acting as the primary point of contact for payroll-related enquiries, the postholder will provide expert advice and support to clients, ensuring high levels of customer satisfaction while maintaining compliance with all statutory and organisational requirements.

The successful candidate will possess a strong understanding of payroll legislation, excellent attention to detail and a commitment to delivering a professional and responsive payroll service. They will proactively identify opportunities to improve processes and contribute to the continued success of the Payroll Team.

Main Duties and Responsibilities

Payroll Processing and Compliance

- Process end-to-end payrolls accurately and efficiently for a portfolio of clients.
- Ensure compliance with all relevant payroll legislation, including HMRC regulations, statutory payments and pension scheme requirements.
- Maintain a high level of payroll accuracy and quality assurance across all payroll processing activities.
- Monitor and adhere to strict payroll timetables and deadlines.
- Calculate and process pay, deductions and statutory payments, including:
 - SSP (Statutory Sick Pay)
 - SMP (Statutory Maternity Pay)
 - SPP (Statutory Paternity Pay)
 - Student loan deductions
 - Pension contributions
 - Salary sacrifice arrangements
 - Travel loans and other authorised deductions
- Process employee starters, leavers and contractual changes in accordance with national and local terms and conditions of employment.

- Process statutory documentation, including P45s, P60s and P11Ds where applicable.
- Ensure all payroll records are maintained accurately and securely.

Customer Service and Relationship Management

- Act as the main point of contact for payroll-related enquiries from clients, employees and external agencies.
- Investigate and resolve payroll, pension and HMRC queries in a timely and professional manner.
- Build and maintain strong working relationships with clients and key stakeholders.
- Provide clear, accurate and professional advice on payroll matters.
- Deliver a high standard of customer service, ensuring client satisfaction is maintained at all times.

Systems and Data Management

- Maintain and update employee payroll records within the payroll system.
- Accurately gather, validate and input payroll data into the iTrent payroll system.
- Monitor payroll cut-off dates and ensure all required information is received and processed in advance of payroll deadlines.
- Support the ongoing development and improvement of payroll systems and processes.
- Assist with payroll reconciliations and reporting as required.

Governance, Data Protection and Confidentiality

- Ensure compliance with GDPR, Data Protection legislation and organisational confidentiality requirements.
 - Handle sensitive payroll information with discretion and professionalism.
 - Maintain accurate records and support audit requirements where required.
 - Adhere to all organisational policies, procedures and financial regulations.
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General Responsibilities

- Take responsibility for maintaining and developing professional payroll knowledge and skills.
- Keep up to date with changes in payroll legislation, HMRC guidance and pension regulations.
- Work collaboratively with colleagues to support team objectives and service delivery.
- Positively promote One Education's values and commitment to excellent customer service.
- Ensure compliance with policies relating to Equality, Diversity and Inclusion, Health and Safety, Data Protection and Safeguarding.
- Undertake any other duties commensurate with the nature and level of the post.

PERSON SPECIFICATION

Essential Requirements

Experience

- Significant experience of working within a payroll environment.
- Proven experience of end-to-end payroll processing.
- Experience of providing payroll support within a customer-facing role.
- Experience of managing multiple payrolls and working to strict deadlines.

Knowledge

- Thorough understanding of payroll legislation and HMRC requirements.
- Knowledge of PAYE, National Insurance, RTI and statutory payments.
- Understanding of pension deductions and payroll-related legislation.
- Ability to manually calculate payroll deductions and net pay.

Skills and Abilities

- Excellent customer service and relationship management skills.
- Outstanding attention to detail and accuracy.
- Strong organisational and workload management skills.
- Ability to prioritise effectively and meet conflicting deadlines.
- Strong analytical and problem-solving abilities.
- Ability to work independently and as part of a team.
- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Strong IT skills, including:
 - Microsoft Excel
 - Microsoft Word
 - Payroll software systems
 - Windows-based applications

Qualifications

- Good standard of education with strong numeracy and literacy skills.
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Desirable Requirements

- CIPP qualification or working towards a payroll-related professional qualification.
- Experience of using iTrent payroll software.

- Experience of working within the education sector.
 - Understanding of local government or academy payrolls.
 - Knowledge of Teachers' Pension Scheme and Local Government Pension Scheme (LGPS) regulations.
 - Awareness of employment terms and conditions applicable within schools and educational settings.
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Personal Attributes

The successful candidate will:

- Be professional, approachable and customer-focused.
 - Demonstrate a positive and flexible attitude.
 - Take pride in delivering accurate, high-quality work.
 - Show initiative and a commitment to continuous improvement.
 - Build positive working relationships with colleagues and clients.
 - Remain calm and effective when working under pressure and to demanding deadlines.
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This job description outlines the main duties and responsibilities of the role and is not intended to be an exhaustive list. The postholder may be required to undertake other duties appropriate to the level and nature of the role.