

## Job Description

# IT Systems Support Officer

Reference: DDT024

Date: June 2025

<b>Job Family:</b>	Data, Digital and Technology / IT Operations and Support
<b>Level:</b>	2
<b>Band:</b>	6
<b>Career Track:</b>	Technical, Professional & Supervisory

## Job Purpose

To support the ongoing development of Oracle Payroll functionality and provide expert advice across all Payroll teams. This includes resolving complex Payroll IT issues and delivering training, coaching, and mentoring to enhance team capability.

## Service Purpose

The Business Operations Centre provides integrated, high-volume transactional services across People & Culture, Finance, Data, Digital & IT, and Central Administrative functions. Its purpose is to deliver consistent, efficient, and compliant processes that underpin the Council's operations, enabling directorates to focus on strategic priorities and frontline services. The Business Operations Centre aims to:

- Standardise and optimise transactional processes to achieve cost-effectiveness and scalability.
- Enhance service quality and user experience through automation and digital innovation.
- Ensure robust governance, compliance, and risk management across all transactional activities.
- Support the Council's strategic objectives by providing accurate, timely, and reliable data and services.
- Foster collaboration across enabling functions and directorates to deliver integrated solutions.

## Duties and Responsibilities

### Payroll System Leadership, Development & Maintenance

- Lead the ongoing development, configuration, and high-level maintenance of the payroll system.
- Ensure the system remains compliant with legislation, regulatory updates, and organisational changes.

- Oversee system performance and functionality, identifying and resolving technical issues impacting delivery.

### **Payroll Advice, Technical Guidance & Reporting**

- Provide expert advice on payroll matters including pensions, conditions of service, HMRC requirements, and auto-enrolment.
- Produce and interpret payroll reports for managers, HR colleagues, external clients, and finance teams.
- Act as a subject-matter expert for complex pay-related queries.

### **Data Analysis, Quality Assurance & Issue Resolution**

- Analyse payroll data to identify anomalies, errors, or irregularities requiring investigation.
- Support the resolution of complex payroll and system transaction issues, ensuring accuracy and compliance.
- Maintain data integrity through proactive monitoring and validation.

### **Payroll Processing Coordination & Cycle Management**

- Coordinate payroll processing schedules, including monthly, annual, and cyclical tasks.
- Manage year-end and start-of-year activities, as well as pay awards, increments, and related system updates.
- Ensure payroll deadlines are met and processes run smoothly.

### **System Testing, Patches & Legislative Updates**

- Conduct regular system testing following system updates, software patches, and legislative changes.
- Verify that payroll functionality remains accurate, reliable, and fully compliant.
- Document testing outcomes and support implementation of required changes.

### **Training, Knowledge Transfer & User Support**

- Deliver system training to new and existing staff, ensuring effective use of payroll systems and processes.
- Support system understanding across the wider payroll team through knowledge sharing and guidance.

### **Process Improvement, Innovation & Operational Efficiency**

- Identify opportunities to streamline processes, improve accuracy, and enhance team efficiency.
- Support and lead continuous improvement activities through analysis and solution development.
- Contribute to modernisation of payroll operations.

### **Cross-Departmental Liaison & Stakeholder Engagement**

- Work collaboratively with HR, Finance, ICT, and external clients to resolve payroll, costing, and system-related matters.
- Support cross-functional projects requiring payroll expertise.

### **Compliance, Governance & Legislative Adherence**

- Ensure all payroll activities comply with employment law, pension regulations, HMRC requirements, and data protection standards.
- Maintain robust audit trails and support internal/external audit activity as required.

### **Team Development, Support & Best Practice**

- Contribute to the development of the payroll team through coaching, knowledge sharing, and support.
- Promote and embed best practice across payroll operations to strengthen team capability and service delivery.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications:**

- Level 2 qualification, with experience in Payroll, Tax and pensions. CIPP qualified or equivalent. Confident working with data to solve operational problems and present findings

#### **Knowledge, Experience, and Skills:**

- **Payroll Knowledge:** Solid understanding of payroll, tax, pensions, system development, and payroll processing.
- **Payroll Experience:** Experience working in a payroll setting, providing advice to managers and employees on payroll matters.
- **Customer Service:** Proven experience in a customer-oriented service environment.
- **Training Delivery:** Experience in implementing and delivering training related to payroll systems or processes.
- **IT and Systems Skills:** Skilled in using various IT systems and adapting solutions to meet business and customer needs.
- **Change Management:** Experience implementing changes and revised procedures in response to legislation or organisational updates.
- **Data Handling:** Proven ability to manipulate and collate data accurately.
- **Numeracy and Excel Skills:** High level of numeracy and competence in using Excel for payroll-related tasks.

### **Core Competency Requirements**

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.

- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

## Strengths

- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Precise:** You concentrate on detail and make sure everything is accurate and error-free.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.
- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence.

## Desirable

- CIPP qualified or equivalent or currently working towards certification.
- Willingness to undertake further training to enhance professional and technical expertise.
- Experience using Oracle Payroll modules within a payroll setting.