

Job Description

Payroll Coordinator

Reference: F029

Date: June 2025

Job Family:	Finance / Payroll Management
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

Support all aspects of pay, pensions, and benefits by carrying out payroll administration and processing activities. Ensure the efficient and timely delivery of payroll functions in line with defined procedures and agreed deadlines.

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 Data Entry & Core Processing

- Input and interpret payroll information, including starters, leavers, timesheets, contractual variations, and amendments.
- Ensure all data is entered accurately and on time to support smooth payroll runs.

Payroll Calculations, Accuracy & Issue Resolution

- Perform gross-to-net payroll calculations, including PAYE, National Insurance contributions, statutory payments, and adjustments.
- Investigate and resolve overpayments, underpayments, and discrepancies in accordance with policy.

Complex Payroll & Pension Administration

- Carry out detailed payroll and pension calculations and quality checks to ensure accuracy and compliance.
- Resolve complex or technical payroll and pension issues through investigation and corrective action.

Pension Scheme Management & Auto-Enrolment Compliance

- Administer day-to-day operations across multiple pension schemes (LGPS, Teachers' Pension, Firefighters, NHS, NEST).
- Ensure compliance with auto-enrolment requirements, including assessments, communications, and cyclical processes.

Payroll Processing, Reporting & Financial Outputs

- Prepare payroll run outputs, including BACS files, costing reports, audit reports, and client invoices.
- Maintain accurate payroll records and ensure all reporting deadlines are met.

Third-Party Payments, Submissions & Statutory Reporting

- Process payments and transfers to HMRC, pension providers, unions, and other third parties.
- Submit Real Time Information (RTI), year-end returns, and statutory reports in line with legislation.

Travel, Subsistence & Employee Schemes

- Maintain and support the travel and subsistence claims system, ensuring timely submission, approval, and payment.
- Administer salary sacrifice and employee benefit schemes, responding to employee queries as required.

Employee Correspondence & Documentation

- Prepare and issue letters and documentation relating to parental leave, mortgage or tenancy requests, salary confirmations, and other employment-related matters.
- Ensure all correspondence complies with statutory, audit, and organisational requirements.

Policy Compliance, Accuracy & Governance

- Adhere to payroll policies, procedures, and legislative requirements, ensuring consistent and compliant processing.

- Maintain confidentiality and data protection standards in all payroll activities.

Continuous Improvement & Process Development

- Identify opportunities to improve payroll processes, recommending and supporting implementation of efficiency and accuracy enhancements.
- Contribute to updating internal guides, workflows, and standard operating procedures.

Training, Guidance & Team Support

- Train, coach, and support colleagues to strengthen skills, consistency, and resilience within the payroll function.
- Share knowledge and contribute to a supportive, collaborative team environment.

Person Specification

Professional and Technical Requirements

Qualifications:

- Level 2 qualification, with relevant payroll experience. Able to interpret written policy and communicate technical information clearly and professionally

Knowledge, Experience, and Skills.

- **Payroll Experience:** Recent and relevant experience in a payroll setting, including providing payroll advice and support to managers and employees.
- **Systems Knowledge:** Experience working with integrated HR and Payroll systems and other IT platforms.
- **Customer Service:** Proven experience in a customer-oriented service environment.
- **Change Support:** Experience supporting changes and revised procedures due to legislative or organisational updates.
- **Payroll Knowledge:** Understanding of key payroll areas including conditions of service, statutory payments, HMRC obligations, pensions, and customer service delivery.
- **Numeracy and Analysis:** High degree of numeracy with strong analytical and problem-solving skills.
- **Policy and Procedures:** Good working knowledge of payroll-related policies, administrative practices, and procedures.
- **Teamwork and Communication:** Well-developed team working skills, with strong communication and presentation abilities.
- **General Competencies:** Ability to work independently, adapt to change, and contribute to service delivery effectively.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.

- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Precise:** You concentrate on detail and make sure everything is accurate and error-free.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.

Desirable

- NVQ Level 3 or equivalent.
- Recognised payroll qualification (e.g. CIPP, IPPM or equivalent).
- Experience in a local authority payroll setting, involving contact with schools.
- Experience using Oracle Fusion Payroll Modules or similar integrated payroll systems.