

Job Outline

Payroll Assistant

People & Organisational Development Department

Purpose:

Your primary role is to manage all aspects of Ark's payroll processing by ensuring that the payroll processes and associated procedures are accurately carried out on time. In addition you will provide support to the Payroll Co-ordinator with their responsibility for ensuring that the department provides an effective and efficient pay service to all Ark employees.

The role of Payroll Assistant reports directly to the Payroll Co-ordinator.

Responsibilities:

Fact Finding and Analysis

- To provide the first point of contact for all Ark employees in relation to any aspect of payroll supporting decision-making, business development or management operations;
- Ensuring that the Payroll data contained within Resource link is up to date and accurate and that it supports the monthly execution of payroll;
- Responsible for ensuring that any changes to staff terms and conditions processed by HR are reflected in the monthly payroll;
- Responsible for ensuring that Ark's monthly payroll for both established and relief staff is paid on time;
- Responsible for ensuring that staff expenses are paid on time and in line with Ark's policy on expenses reimbursement;
- Responsible for payment of all sick pay, maternity, paternity, adoption leave and additional responsibilities;
- Responsible for ensuring all related pay calculations are accurate and any errors are rectified and escalated where necessary;
- Ensuring all staff are Auto Enrolled for the Ark pension scheme ensuring compliance with current legislation;
- Escalate any complex payroll queries to the Payroll Co-ordinator;
- Keep up to date with changes to payroll legislation and to use this knowledge appropriately in your role and share with wider People & Organisational Development team where necessary;
- Preparation of ad hoc payroll reports;
- To undertake agreed specific projects as required within the Payroll function.

Innovation and Initiative

- Work as part of the business to identify areas where Payroll can add value;
- In conjunction with the Payroll Co-ordinator and wider People & Organisational Development team, review current processes and propose enhancements to improve efficiencies and remove duplication of effort;
- Work on your own initiative and make decisions within agreed boundaries, based on experience and practical understanding of Ark systems, policies and procedures;
- The post holder will be in contact with staff across services. This requires flexibility in the approach to tasks, and the post holder will need to exercise good judgement in setting boundaries in order to maintain good working relationships;

- Identifying and equipping Managers and staff with the financial competencies and expertise, related to payroll needed to manage the business both currently and in the future.

Interpersonal Skills

Internal

- Develop and maintain collaborative working relationships with all staff, in particular Managers with direct Payroll responsibilities, and other key stakeholders as identified;
- Active listening skills targeted at dealing with staff payroll issues;
- Apply relevant statutory, regulatory and professional standards both personal and organisational;
- Provide clear, authoritative and impartial professional advice in relation to payroll matters;
- Ability to negotiate in a positive manner and handle problem resolution activities proactively;
- Take responsibility for continually developing self and others in order to maximise personal contribution to the job.

External

- Report any 3rd party Payroll system support service issues to ensure the system remains fit for purpose.

Leading and Developing People

- Role model a customer focussed culture within the People & Organisational Development team;
- Promote effective communication within the People & Organisational Development team, across the broader organisation and with external stakeholders;
- Promote and educate others in high standards of ethical behaviour, probity, integrity and honesty;
- Provide assistance to managers and staff in relation to Payroll practices;
- Work with other members of the wider People & Organisational Development team to share skills, knowledge and experience;
- Apply strong process management skills;

Resources

- Ensure that data input in relation to staff salaries is accurate and reliable to minimise the risk of under/over payment of salaries;
- Ensure appropriate level of authorisation for expenses;
- Ensure all receipts for expenses claimed are submitted and held on file for audit purposes.

Impact on Decisions

- Ensure accuracy of all data input and transaction processing within Payroll System;
- Manage and prioritise day-to-day tasks referring any issues to the Payroll Co-ordinator;

Expertise

- Ability to quickly build professional working relationships;
- Excellent IT Skills, particularly Excel;
- Excellent organisational skills and ability to prioritise;
- Excellent time management skills;
- Ability to work confidentially, confidently and independently;
- Verbal and written communication and interpersonal skills.

Experience

- A demonstrated track record in Payroll working in a busy team;
- Experience in the use of payroll systems;
- Current knowledge of UK payroll legislation;
- Understand personal and professional strengths;
- Experience in working in the Housing & Care sector is advantageous.

Knowledge/Skills

Significant knowledge required in:

- Microsoft Office especially Microsoft Excel including use of formulas;
- Knowledge in the use of payroll software is advantageous;
- Attention to detail;
- Numeracy skills;
- Communications and engagement;
- Ability to work as a member of a team or independently;
- Ability to meet set deadlines and support others to achieve those deadlines;
- Friendly and helpful attitude.

Head Office Worker Competencies

As well as the ability to do this role will be assessed in conjunction with the following competence areas.

- Ark Values
- Teamwork
- Dealing with Conflict
- Communication
- Continuous Learning
- Professional Boundaries
- Problem Solving
- Customer Service