

## ROLE DESCRIPTION

<b>Role description:</b>	Payroll and Quality Control Officer	
<b>Role profile family:</b>	Business Support	
<b>Role profile number and grade:</b>	BS07-0576	Grade G
<b>Number of posts:</b>	2	
<b>Service/Team:</b>	P&D Team	
<b>Reports to:</b>	Lead Payroll Practitioner	

### Job Family overview

#### Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event-based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

### Service / Function Context

The Payroll team delivers accurate, timely and compliant payroll and pensions administration services to the council, Wiltshire maintained schools, electoral services, and elected members. The team provides clear advice on payroll and pension matters, maintains secure employee records, and ensures a high-quality service that meets statutory, contractual and organisational requirements.

The team also supports the council's traded services offer by delivering reliable, customer-focused payroll and pensions services to partner organisations, such as multi academy trusts, academies, and a range of external public-sector organisations, helping to maintain strong professional relationships and a trusted reputation for service quality.

In addition to service delivery, the team plays a central role in improving and strengthening HR&OD systems, processes and data. This includes:

- Meeting corporate governance and assurance requirements, including information management, business continuity and service planning.
- Driving continuous improvement, streamlining processes, enhancing user experience, and strengthening data quality to improve service performance and organisational insight.

Together, these responsibilities ensure payroll operations are efficient, well-governed and customer-focused, supporting the wider HR&OD service in delivering a modern, resilient and high-performing function.

## Job Purpose

This is a technical post and areas of responsibility may include:

- Provides reports and updates system configuration as directed by other members of the technical payroll team
- Creates and prepares data sets for upload into ORACLE and other systems as directed by other members of the technical payroll team
- Responsible for the running and production of all Council and external clients' payrolls, including BACS transmissions; payslip production resulting from the payroll runs; third party payments; monthly posting General Ledger reports to enable reconciliation and cash flow predictions.
- Responsible for resolution of payroll and BACS related issues. Act as a liaison officer for the Council with the Council's providers for BACS.

NB: to satisfy financial and audit requirements, role segregation applies to some of the duties in these posts.

Significant depth of knowledge is required to determine the effects on external customers and contractors whilst ensuring contract compliance and be able to meet the council's requirements and the immovable BACS deadline.

Specific duties and responsibilities include:

### Segregated role

- Prepares and produces a number of payroll runs every month leading to the completion of payrolls for internal and external clients. This includes producing and sending BACS transmissions; Payslip files; General Ledger reports and making third party payments prioritizing work to ensure that commitments can be met.
- Responsible for resolving problems which arise during the running of payrolls, and after making their own investigations, allocating remedial work to the appropriate payroll team.
- Coordinates remedial activity where input from more than one team is required in order to produce a correct pay run.

- The post holder will support the operational payroll teams on a monthly basis to ensure that the final payrolls are balanced and that the BACS payments are transmitted on time (circa 18,000 payments and £30M per month). Promptly identifying resource issues, absences etc. and working with the principal payroll officers to resolve them.
- In the absence of the Technical Payroll specialists, assumes responsibility for ensuring completion of the entire suite of payrolls and addressing all issues arising with the support, with the direction and guidance of the lead practitioners, and Payroll professional leads
- Balance input and output, check data integrity and create payments for Inland Revenue, Teachers Pensions Agency and other organisations.
- Participate in regular quarterly regression and development testing in ORACLE and other user acceptance testing to support process maintenance for payroll.
- Produce manual BACS files to raise urgent payments and/or adjustments and if necessary, work with the operational payroll teams to implement.

## Non-segregated roles

- Development of process improvements identified by the payroll teams as directed by other members of the technical payroll team
- Development and management of data sets for uploading into ORACLE and other HR/Payroll systems
- Responsible for the testing of development issues / problems arising relating to payslips, payments and data collection to ensure full functionality of the system and processes before moving into full production under the direction of the lead practitioners, technical payroll specialists and payroll professional leads.
- Resolves payroll related ORACLE issues and continually updates and enhances the ORACLE processes by reviewing existing activity and responding to needs of the changing organisation, system development or legislative change.
- Compiles, analyses and produces monthly and annual returns for the Office of National Statistics and HMRC. Raise and pay monthly AVC (additional voluntary contributions) payments to the Teachers' Pension Agency. Undertakes statutory duties required for the End of Year production of RTI and P60's in accordance with HMRC requirements for all employees and external clients, ensuring that all information produced is balanced against the General Ledger and that all payments are made within statutory deadlines.
- Extracts and analyses payroll information from ORACLE and produces and disseminates to Corporate Finance, Pensions or traded customers where appropriate.
- Runs monthly reports for example to inform Wiltshire Pension Fund of payments made to Council, external customers employees to the LGPS Fund and for other statutory returns.
- Perform system reconciliations. Control account reconciliations and the resulting payments required for 3rd party organisations.

- Contribute to and recommend changes and improvements to develop the services provided by the team. Work jointly with colleagues and other managers to generate ideas for the development and improvement in services provided.
- Provide feedback to the Technical Payroll specialists on issues leading to inefficiencies and systematic errors in payroll production
- Provides ad hoc reports as required which may involve the extract of raw data and reconfiguring and consolidating appropriately to provide the desired outputs.
- Creates new system hierarchies for pay structures maintains and amends existing in response to structural changes by internal and external clients. Creates and maintains associated costings within the integrated system to ensure that the budgeting and financial implications flow through correctly to the budget and management accounting modules of ORACLE.

Note: The post holder may be required to work flexibly across the different payroll teams carrying out work of an appropriate level.

## Person Specification

In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:

### Essential

- NVQ4 in Business Management, equivalent financial qualification or extensive relevant knowledge of payroll processes and practice.
- Recent experience of working in a large payroll provider environment
- Broad knowledge of HR, and payroll processes and systems, such as ORACLE.
- Thorough understanding of BACS compliance, transmission regulations and financial practices associated with BACS.
- Relevant knowledge of HR, pensions and payroll practices, including government legislation and HMRC regulations
- Solves problems or pre-empts problems by employing appropriate measures and processes
- Understand the wider objectives of the department
- Motivating colleagues and partners to work together effectively and support change
- Delivering results to tight deadlines
- Effective decision-making skills
- High level of written and verbal skills
- Excellent interpersonal skills and networking capability
- Customer service skills across multiple channels, including telephone, in-person and digital case management systems.
- Good all round IT skills, including robust and full working knowledge of excel for data manipulation.

- Highly numerate, having a knowledge of financial reconciliations and auditable standards
- Training/coaching skills to support dissemination of knowledge and skills across the team
- Excellent prioritisation skills and the ability to manage a heavy workload and to strict deadlines.
- Commitment to client focused services which add value.
- Ability to work within a busy environment as part of a large team

## **Desirable**

- Extensive knowledge of ORACLE payroll and experience using it
- Extensive knowledge of Local Government terms and conditions.
- Extensive experience using the Microsoft suite such as word, excel, teams, planner etc

## Supporting information

Driving classification	
<p><b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

<b>Political restriction</b>	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

<b>Professional fees and related occupational costs</b>	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

<b>Clearances – Baseline Personnel Security Standard (BPSS)</b>	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

<b>Clearances – Non-Police Personnel Vetting (NPPV)</b>	
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b>. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').</p>	<input type="checkbox"/>
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b>(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>  <input checked="" type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	

<b>Safeguarding</b>	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>