

## ROLE PROFILE

Job family	Organisational Support	Role profile number	OS11-0573	Grade K
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**Job purpose:** Provide specialist professional advice and solutions to enable the most appropriate solutions for a complex work area within and across service areas.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification but also practical experience of applying the skills obtained through study, in the workplace

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in related IT systems.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Proven ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Knowledge and experience of contributing to the development of policies, procedures and practices. Familiar with wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved Proven ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of co-ordinating projects with service / organisation impact Proven ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more) and contribute to long term strategies Lead initiatives to design and deliver improvements and transformation Manage projects, or contribute to larger organisation wide programmes
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the

	ability to make decisions on the most appropriate action to reach an acceptable conclusion. Contacts will include: Senior managers, leadership team, councillors, external bodies and partners. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Be a representative on behalf of the Service area / Council internally and / or externally
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a significant effect across the organisation. Deliver complex work programmes within or across specialist areas to meet established operational targets. Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact. Identify additional requirements or shortfalls and recommend innovative, robust solutions. Monitor and report on service standards as required
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Payroll Specialist	
<b>Role profile family:</b>	Organisational Support	
<b>Role profile number and grade:</b>	OS11-0573	Grade K
<b>Number of posts:</b>	2	
<b>Service/Team:</b>	Payroll delivery team	
<b>Reports to:</b>	Payroll delivery manager	

### Job Family overview

#### Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

### Service / function Context

The **payroll and service development** team provides a payroll service to the council, Wiltshire schools & academies, and a range of other (external) public bodies. This includes the provision of advice to the council and to council employees on payroll related matters, and maintaining employee records.

In addition the team provides a focus for the development of the HR&OD service to secure efficiencies through improved systems, procedures and management information.

This includes:

- Providing advice to teams within HR&OD on commercial activities including costing activities, setting prices and the monitoring of income against expenditure to develop a more commercial outlook within the service.
- Providing and coordinating responses to corporate requirements for efficiencies such as information management, Business Continuity, service planning, etc.
- Providing support, maintenance and expertise of the grow system; updating the course catalogue, managing enrolments where appropriate and supporting users and staff to optimise their usage

## Job Purpose

Specific duties and responsibilities include:

- This post supports the payroll delivery manager in the long term development and delivery of payroll for the council from both a technical (HR/Payroll systems development and compliance) and from a legislative/council terms and conditions perspective.
- The post ensures that the payroll service result in the timely and effective production of correct payrolls for approximately 60 payrolls for a range of internal and external clients. Planning and allocating the work of the payroll delivery team in order to maintain and develop payroll and HR systems.
- Ensures the provision of information from payroll systems to meet corporate and customer requirements including for example meeting the requirements of HMRC, Teachers Pensions and Wiltshire pensions fund
- Coordinating the work of the team in conjunction with the cycles of work within the operational payroll teams so that payroll deadlines can be met.
- Represent the Service and the Council both internally and at regional/national events on payroll related issues.
- Assesses recommendations made by other members of the payroll teams, finance, customers or auditors for changes to payroll processes and makes decisions based on best practice, system or data constraints or the interpretation of legislation
- Technical lead on major payroll projects overseeing the work of others ensure the quality and timeliness of the outcomes that are required.
- Liaises with and where appropriate coordinates the work of payroll with other support such as ICT and internal and external SAP support for example as a result of systems development, during patching or the application of SAP notes..
- Works across the payroll teams to encourage behaviours leading to a responsive and progressive payroll service which encourages development and seeks out opportunities to improve.
- In consultation with the payroll teams, makes decisions which ensure the timely running of the monthly payrolls and ensures that any implications of these decisions are effectively communicated. Similarly assesses and agrees the monthly timetable for the

production of payrolls.

- Assesses the most complex issues and errors arising from payroll which cannot be addressed in the operational teams and correcting or allocating appropriately – this may require changes to the specification of the payroll system.
- Organises and participates in system testing and quality assurance processes.
- Maintains records, processes and data to ensure business continuity and system/role security and is responsible for ensuring all system testing is documented through the relevant pro-forma process in line with audit requirements.
- Ensures that essential tasks relating to the delivery of system functionality and the maintenance of the configuration of the system are carried out. May oversee the work of others to ensure that this is achieved. Failure to complete these tasks has the potential to halt the work of the payroll service, pay thousands of people incorrectly or falsely report to HMRC, pensions etc.
- Ensures implementation of agreed changes to payroll operations, processes or configuration and oversee the work of others to ensure that the work is completed to specification and on time.
- Coordinates implementations of new customers/new payrolls onto the payroll system maintaining compliance with the contract specification and the relevant legislation
- Responsible for identifying and recommending and implementing changes to payroll configuration and processes which lead to efficiencies and to the eradication of systematic errors.
- May take decisions based on risk assessment about quality of data processes and the acceptability of system upgrades and fixes based on analysis and testing of payroll outcomes.
- Ensures that system documentation is maintained and that users of the system are properly informed.
- Provide support to payroll and HR SAP users (Including users of the eforms and SAP portal) on the most complex issues arranging training where necessary.
- Engage in corporate projects and initiatives which are relevant to payroll to represent the requirements of the payroll service and to facilitate the implementation of corporate projects within the all teams comprising the payroll service.
- Sets standards for data collection manipulation and reporting to meet the needs of customers, the organisation and statutory returns. Produces reports when necessary or ensures that they are allocated appropriately.
- Facilitates and coordinates access to payroll systems and data for auditors as appropriate.
- Maintains up to date knowledge of the service, relevant systems and legislation.

## Person Specification

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

### Essential

- Degree or significant depth and breadth of knowledge relating to the implementation and maintenance of the SAP HR/Payroll modules, the operation of payroll, integration of payroll with finance
- Extensive and recent experience of working in a large payroll provider environment
- Excellent level of knowledge of HR, and payroll processes and systems, including SAP.
- Excellent knowledge of HR, pensions and payroll practices, including government legislation and HMRC
- Knowledge of Local Government terms and conditions.
- Solves problems or pre-empts problems by employing appropriate measures and processes
- Understand the wider objectives of the department
- Motivating staff 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 – telephone, face to face, e-mail
- Good all round IT skills, including robust and full working knowledge of SAP, Cyborg and EXCEL.
- Training/coaching skills
- Good at prioritisation and managing a heavy workload
- Ability to work within a busy environment as part of a large team

### Desirable

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## Supporting information

Driving classification	
<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.	<input checked="" type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.	<input type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
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"/>

Professional fees and related occupational costs	
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"/>

Clearances – Disclosure & Barring Service (DBS)	
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"/>



Clearances – Baseline Personnel Security Standard (BPSS)	
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"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
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').	<input type="checkbox"/>
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).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>