

Service Document Standard Form:

Role Profile:
Payroll and Benefits Assistant



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Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:	
Role Title:	Payroll and Benefits Assistant
Grade:	Scale G
Service area:	Finance and Assets
Responsible to:	Payroll and Benefits Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

This post will encompass a wide range of responsibilities; however the core will be centred on the processing and administration of payroll, benefits and pension, The post holder will undertake employee administrative transactions accurately, securely, efficiently and effectively and therefore achieve the required standards of customer service in respect of elected members, senior and line managers and employees.

The post holder will also undertake key aspects of post-payroll administration reporting.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial – Direct impact on staff salaries and Authority costs.

Staff Responsibilities – Day to day supervision and training. Indirectly responsible for the Payroll and Benefits Administrator

Any other statistical data: Involvement with internal reporting of payroll related information to third parties as appropriate, e.g. pension provider and HMRC

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

The post holder will have lead responsibilities within payroll processing and administration, which will vary from time to time depending on work priorities and statutory requirements. The lead responsibilities are designed to ensure timely and accurate processing of pay, benefits and pension in line with the payroll timetable and employer and employee expectations.

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The processing of payroll, benefits and pension will include:

- To ensure that Payroll has the ability to complete both routine and unexpected tasks promptly, ensuring that all targets and deadlines are met
- To identify and solve problems, utilising payroll expertise and technical knowledge. Analysing data systems and evaluating a number of viable options in order to resolve payroll, benefit and pension matters
- Maintaining key aspects of employee payroll records within the system
- Collating monthly data for input in line with processes
- Processing variable payments and expenses
- Processing of non-positional pay related changes
- Processing and validation of pay files imported from other BMKFA systems in respect of variable pay and pay adjustments for Operational Staff
- Processing of pension payments including adjustments and offsets for Temporary Promotion and Opt Outs
- Undertaking amendments to employee benefits and pension for payroll purposes.
- Undertaking the recording of absence and assessment of OSP/SSP
- Support with the review and checking of payroll prior to electronic payslip production
- Reviewing and amending costing issues in respect of pay, expenses and benefits processing as required
- Dealing with payroll, pensions and benefit related queries from all levels within the Authority, influencing the customer to ensure they understand any implications and are satisfied with any solutions
- Dealing with payroll, pensions and benefit related matters with third parties as appropriate
- Deal with HMRC correspondence and queries and third party administration appropriate to the level of the role
- Running regular and ad-hoc payroll and pension reports
- Reconciliation of pensions contributions. Ensuring accurate and timely payment and reporting to the Pension Scheme Administrator
- Dealing with line manager requests for information and providing clarification on a wide range of Payroll matters
- Liaising with Line Managers responsible for submissions and authorisations to resolve any queries
- Support with maintaining employees benefit data for P11D records and the production and distribution of P11Ds.
- Support the continual training and development of the Payroll and Benefits Administrator. Identifying and development opportunities and training needs where appropriate and preparing effective and efficient plans to meet identified gaps in performance

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- To deputise for the Payroll and Benefits Manager as may be required in their absence

Additional responsibilities will include:

- Provide a first call service of practical and accurate advice and guidance to managers on the interpretation of payroll related policies, practices, procedures and terms and conditions of service and associated documents
- Maintain the accuracy and security of electronic personal record files (ePRFs).
- Undertake general administrative tasks, e.g. information gathering, copying, document collation
- To raise Purchase Orders as required

DECISION MAKING:

Make decisions:

- To use professional judgement to make decisions and make recommendations on payroll and benefit matters
- Corrective action for payroll and benefits queries

Significant say in decisions:

- The post holder will be required to contribute to the shaping of the team's objectives and priorities
- To be able to make decisions on behalf of the Payroll and Benefits Manager in line with policies, procedures and best practice in line with the role
- To promote, suggest and implement improvements to working practices, systems and to personal and organisational performance

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- At all levels across the Service with most frequent contact being with team members to ensure the effective delivery of the core functions within payroll
- Demonstrate commitment to, and involvement in, developing and maintaining proactive working relationships with colleagues, team members, line managers, external agencies and service providers

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External: (as required)

- Other Local Authorities
- Third parties in respect of all aspects of end to end payroll and benefits administration
- System support
- Appointed auditors

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role.
- To demonstrate conduct and behaviours in accordance with Authority policies, values and norms.
- To comply with the Authority's aims, organisational values and behaviours and their impact on this post.
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information.
- To ensure all aspects of health and safety are adhered to. Ensuring that all staff, visitors, contractors etc. within the area are in compliance with statutory requirements and Service policies and procedures.
- To undertake, with appropriate training as required, the duties of other administrative posts as required.
- To mentor and coach individual members of staff as required.
- To contribute to the development and implementation of relevant policies and procedures.
- Attend meetings as required and submit information in appropriate formats as required.
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service.

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- GCSE qualifications at C or above / levels 4 -9 or equivalent in Maths and English
- Payroll qualification or substantial relevant experience

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Experience:

- Proven office experience
- End to end payroll administration
- Employee benefits and general pensions administration
- Efficient and effective employee administration

Skills:

- Good communication, presentation and customer service skills
- Good customer service skills
- Good verbal and written communication skills
- Computer literate and ability to use Microsoft Office packages and other IT applications
- Numerate
- Good level of Excel
- Open to and able to adapt to change
- Ability to work to time sensitive deadlines with high attention to detail.
- Ability to work within a team and to interact with individuals at all levels.
- Ability to work on own initiative and without direct supervision within established guidelines
- Excellent analytical and problem solving skills
- Strong planning and organisational skills
- Able to take coherent notes of telephone conversations and meetings.
- Able to prioritise tasks
- Able to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach

Knowledge:

- Demonstrable knowledge with regard to basic contractual and statutory payroll obligations
- Good understanding of confidentiality and data protection requirements

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- CIPP qualification or equivalent

Experience:

- Tax Year End reporting.

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- Pensions Auto Enrolment
- Line Management

Knowledge:

- Tax and National Insurance calculations.
- Accounting for payroll
- Knowledge of Health and Safety Legislation including the Health and Safety at Work Act 1974 and an understanding of their role within it

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role will be supplemented by annual target based outcomes, which will be developed in conjunction with the post holder. It will be subject to regular reviews and the Authority reserves the right to amend or add to the content listed above.