

## Service Document Standard Form

### Role Profile – Payroll and Benefits Manager

Linked documents: Job Evaluation Guidance Note



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#### ROLE DETAILS:

<b>Role Title:</b>	<b>Payroll and Benefits Manager</b>
<b>Grade:</b>	K
<b>Service area:</b>	Finance
<b>Responsible to:</b>	TBC

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

To lead and manage the Payroll and Benefits Team to provide the required standards of customer service.

To work in partnership with all areas of the Authority, and as an integral part of the Finance team, to lead and manage the effective development and delivery of all aspects of payroll across all employee groups.

To ensure that all payroll administrative functions are undertaken efficiently and effectively to enable the Service to achieve its strategic objectives. This includes ensuring that all properly authorised payments to employees are processed accurately, efficiently and are made on time into the correct account in line with terms and conditions and Financial Regulations.

To lead on the development and continual improvement of systems and processes for employee payments, including the development of effective controls.

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

##### **Financial** – Direct or Non-Direct:

- Budget holder and overall responsibility for 2 FTE employee posts.
- Directly responsible for the timely and accurate payment of the Service's payroll and associated third party liabilities (total budget of £19.3m for 2018/19) in line with legislative requirements.

##### **Staff Responsibilities** – Direct or Non-Direct:

- Senior Administrator – Payroll and Benefits

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- Payroll and Benefits Administrator

#### **Any other statistical data:**

- Timely and accurate filing of all HMRC In Year and Year End PAYE statutory filing inclusive of P11Ds. Timely and accurate reporting and payments to third parties pertaining to court orders, benefits, pensions and voluntary deductions as required.
- Responsibility for internal and external Interim and Year End Audit processes with regard to Payroll processes, core financial controls, Year-end accounts and pensions.
- Provision of payroll, pensions and third party liability data within the Service as required.
- Provision of accurate and timely pension data to the administrators of the Local Government Pension Scheme and all Firefighters' pension schemes.

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

##### **Corporate Management**

- Manage, support and guide the Payroll and Benefits Team with regard to skills and knowledge in respect of their overall areas of responsibility, organisational awareness and ongoing priorities ensuring the team are supported and equipped to perform their roles at the required level.
- To support and contribute to internal and external audits; service development reviews and the management of risk.
- To contribute to the preparation of establishment budgets as part of the Medium Term Financial Planning process.
- To participate in the Service's Performance Management processes.
- To ensure that all payroll transactional activities are undertaken efficiently and effectively.
- To ensure that the iTrent Payroll functionality (or successor) is operated in a manner that maximises the Service's value from the systems within the framework of the Service Level Agreement.
- To ensure the overall accuracy, timeliness and security of the maintenance of data in the iTrent Payroll functionality and other electronic and paper files. This includes

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responsibility for compliance with Data Protection requirements.

- To ensure employee electronic and hard copy documents are securely and logically organised and stored to enable speed access to information.
- To ensure that all requests for service from People and Organisational Development (P&OD) are logged, referred to an appropriate officer for allocation and tracked.
- To ensure that routine requests for information or advice are dealt with expeditiously.
- To ensure processes and procedures are in place across the Payroll and Benefits Team to ensure business continuity
- To ensure that the following tasks are undertaken efficiently and effectively in accordance with statutory requirements and the Service's Financial Regulations, and that all effective controls are developed to cope with changing processes:
  - To ensure that all variable payments to employees are processed according to the requirements of the monthly payroll timetable to ensure that employees receive their correct payments at the correct time and that the Service's management information is accurate.
  - To ensure that appropriate levels of accuracy and probity checks are undertaken in respect of claims submitted for payment and their transfer into the payroll system.
  - To undertake appropriate simulations and trial runs to ensure the accuracy of the monthly payroll and to ensure that any necessary rectification action is undertaken before the generation of electronic payslips and the BACS file.
  - To close the payroll, once the post holder is satisfied with its accuracy and to subsequently ensure the generation and dispatch of employee electronic payslips.
  - To generate the BACS file and post the transfers to the General Ledger.
  - To initiate the pay overs e.g. tax and employers NICS to HMRC; attachments to earnings.
  - To undertake monthly real time payroll reporting to HMRC (or as required by changes to legislation).
  - To ensure all administrative tasks are completed including filing, copying, postal distribution, document collation, information gathering etc.
  - To ensure the timely and accurate processing of the costing and General Ledger file transfer to the Finance system
- To ensure the following end of Financial Year Processes are completed in a timely, accurate manner:

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- To ensure mandatory returns are compiled, submitted on time and conform to any legislation or financial requirements i.e. Inland Revenue, NI, SSP, national fraud initiative.
- To run year end payroll report (P35), reconcile balances and file on line to HMRC.
- To run month-end/year end pension scheme reports, reconcile balances and submit to Buckinghamshire County Council (BCC) pensions department and West Yorkshire Pension Fund.
- To undertake financial year end procedures as directed by the Principal Accountant (Finance and Assets).
- To ensure the following new Financial Year Processes are completed in a timely and accurate manner:
  - To maintain the database of payroll authorised approvers.
  - To liaise with the iTrent system support provider to ensure that correct employee tax codes are applied.
  - To ensure that new Tax Bands and NI Tables have been updated in iTrent.
  - To calculate the On-call employees average pay rates are calculated for application in the forthcoming year.
- Ensure that all pay scales, wage types and pension contribution rates are amended in the system in line with any local or national agreements to vary them.
- To ensure that appropriate arrangements are in place to ensure resilience and probity in all payroll processes.
- To ensure that all transactional processes in relation to pensions auto enrolment are undertaken efficiently and effectively.
- Ensure that accurate pensions information is provided to employees and/or managers, in conjunction with the Service's pensions administrator as appropriate.
- To contribute to the design and implementation of improvements in transactional and administrative payroll and pensions processes and procedures, in conjunction with P&OD.
- To establish key performance indicators (KPIs) to help demonstrate how effectively the service is achieving key business objectives, in particular with the exchange of information and make recommendations for improvement.
- Ensure process improvement and knowledge transfer as necessary to the wider team to ensure understanding, continuity of delivery and consistency of approach in the future.
- To liaise with itrent to ensure the development and optimum use of the systems functionality.
- To ensure all direct reports have appropriate levels of skills and knowledge to undertake

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their tasks to the required standard.

- To provide expert pay advice and guidance on the interpretation and implementation of pay and allowances, pension queries, policies, procedures, practices and employee related taxation.
- Have responsibility for the accurate preparation of pay figures in accordance with pension regulation and the Service's policy to enable the accurate preparation of pensions estimates and final quotes.
- To monitor and review legislation and make recommendations for change within BMKFA, to ensure that the service always has the most current recognised operational policies and practices ensuring BMKFA complies with all relevant legislation.
- To undertake specific projects, as required by the Principal Accountant/Director of Finance and Assets.
- To ensure the generation of management information reports as required.
- To ensure that team members have clear objectives and targets and that their performance is regularly appraised and that their reasonable training and development needs are met, in the context of the Directorate and corporate business plans.
- To ensure that the Payroll and Benefits Team operates within its allocated budgets.
- To carry out any other duties which fall within the broad spirit, scope, levels and purpose of this job description.

#### **DECISION MAKING:**

##### **Make decisions:**

The post holder will be required to advise, influence, approve and make decisions on:

- All day to day decisions with regards to systems and processes supporting the delivery of payroll.
- Working collaboratively with the Service in maximising integration and process optimisation.
- Workload and prioritisation – annual objectives set by line manager, day to day priorities and ability to meet deadlines managed by post holder.
- Limited supervision required, post holder will be required to work un-supervised and expected to update line manager as and when required.

##### **Significant say in decisions:**

- Payroll delivery, systems and processes.
- Team objective setting

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

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#### **Internal:**

- Consulting, advising and working collaboratively with managers to support integrated and effective systems and processes and continuous improvement.
- Providing advice and support to managers and employees on their pay and payroll processes.
- Work with the Finance team to provide accurate payroll costing information and to improve the integration between the payroll and finance systems.
- Influencing and supporting effective business integration and continuous improvement

#### **External:**

- Liaison with Internal Auditor for financial, pensions and payroll processes.
- External Audit – lead contact for interim and year-end audit queries relating to payroll.
- Lead for monthly and key year end payroll, pension, benefits and voluntary deduction reporting.
- Contact point for Payroll and P11D systems and processes and service providers.
- External Tax Advisors.
- HMRC – all queries related to employment taxation.
- Pensions administrators.
- Other Fire and Rescue Services.

#### **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 the Service policies, values and norms.
- To comply with the Services' 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, the duties of other roles as required.
- To mentor and coach individual members of staff as required.
- To contribute to the development and implementation of relevant policies and procedures.

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- 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:**

- Chartered Institute of Payroll Professionals (CIPP) or equivalent or relevant work experience
- Educated to GCSE Grade C level or equivalent

##### **Experience:**

- Demonstrates the ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach.
- Proven office / administration experience.
- Experience of leading and managing people.
- Experience of working in Payroll and pensions administration.
- Experience in local government and/or Fire Service payroll.
- Experience of working with an integrated HR & Payroll system.
- Experience in efficient and effective employee administration.
- Application and interpretation of Terms & Conditions (National/Local).
- General line management experience.

##### **Skills:**

- Excellent analytical and problem solving skills.
- Numerate and financial awareness.
- Excellent payroll management and pensions administration skills.
- Possesses high levels of integrity, honesty, reliability and confidentiality.
- Computer literate or ability to use IT applications in a wide range of applications.
- Able to maintain, develop and reports out to iTrent.
- Possess excellent planning and organisational skills.
- Openness to change and actively seeks to support it.
- Ability to work to time-sensitive deadlines with attention to detail.
- Excellent influencing, consultation, communication and customer service skills.
- Excellent communications and customer service skills.
- Able to work on own initiative and without direct supervision confidently.

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- Leadership skills.
- Budget management.
- Networking skills.
- Able to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach.

#### **Knowledge:**

- Up to date understanding of current pay, expenses, benefits and legislation.
- Knowledge of Health and Safety Legislation including the Health and Safety at Work Act 1974 and an understanding of their role within it

#### **REQUIREMENTS: Desirable Criteria**

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

#### **Qualifications & Training:**

- Relevant degree.

#### **Knowledge:**

- Knowledge of the Fire Service.

#### **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 profile will be supplemented by annual target based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.