

Deputy Payroll and Pension Manager

Salary: Band 10 - £42,838 to £47,181 per annum

Hours: 37 hours

Your contractual hours are 37 per week, which are to be worked in accordance with the flexible working hours' scheme and the needs of the Service. Office attendance is required minimum 2-days a week for full time staff, this remains flexible, subject to business needs.

Location: Civic Offices, Portsmouth

Contract type: Permanent

The Service

As part of the City Council's Financial Services, the Deputy Payroll and Pensions role is to deliver high quality services to both internal and external clients. In addition to the payroll and pension activities, the service includes overseeing the staff rewards platform and providing advice to internal and external customers on employment status and tax legislation.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how, you are and how you work then this could be the role that meets your expectations.

Job Purpose

Reporting to the Payroll & Pensions Manager, you will assist in leading a section comprising 10 staff, ensuring that effective internal and external customer relationships are maintained and that the operational activities of the Payroll and Pensions Section are supported by efficient systems and transactional processes.

The role supports the delivery of high-quality payroll services and contributes to continuous improvement and compliance across the team.

Using the Oracle Fusion System, you will be responsible for managing the testing of all system developments/enhancements as well as statutory upgrades and patches.

Be the first point of contact for all external Client liaison, including problem resolution and transitioning of both incoming and outgoing external clients.

You will be responsible for managing and running multiple payrolls including reconciliation, RTI, auto enrolment and delivery of output to a high specification.

You will provide information, advice and guidance to all levels of the organisation on employee Conditions of Service for both internal and external customers. You will be able to provide detailed guidance on the rules covering public sector pension schemes (including complex pension calculations) and auto enrolment.

You will also provide support to the Payroll & Pensions Manager. You will be responsible for ensuring that payroll and pension projects are implemented in a timely manner and in accordance with the specification.

You will liaise with Finance to provide accountancy with information to assist with recharges & balancing enquiries, complete payroll statistical returns. You will use your initiative and expertise in resolving complex enquiries from the team or employees covering areas such as interpretation of legislation and Conditions of Service.

Assist in project managing the implementation of new external payroll business including presentations to new clients and the build of new payrolls with support from the internal Fusion Support Team.

The post holder will proactively engage with internal and external stakeholders to ensure that the service is delivered to exacting standards.

What is the role?

The key activities of the role include:

- Deputising on occasion for the Payroll and Pensions Manager.
- Overseeing end-to-end payroll processing, including starters, leavers, and statutory deductions, for both our internal and external clients. Ensuring compliance with payroll legislation and pension scheme requirements (e.g. LGPS, TPS).
- Maintaining payroll systems and support data integrity and GDPR compliance
- Motivating and developing a team of 10 staff to ensure that excellent performance standards are consistently delivered both personally and by the team
- Substantial experience in managing a payroll and pension service (preferably in the public sector)
- Comprehensive detailed working knowledge of payroll and pension processes and the ability to identify business improvement opportunities
- Knowledge and experience of all aspects of HMRC legislation relating to the payroll and pension activity including employment status and benefit in kind taxation
- Knowledge and experience of pension processes and pension legislation covering public sector pension schemes and auto enrolment
- Assist the Payroll and Pensions Manager in providing advice to internal and external clients on how current and future legislative changes impacts on the payroll and pension service
- Ensuring that the current high levels of customer service quality are maintained
- Ensuring operational priorities are planned and consistently achieved
- Working with the Oracle Fusion support team, IT and other relevant departments and stakeholders on the development and implementation of new and existing transactional processes
- Keeping up to date with relevant legislation and best practice methods
- Customer relationship management skills

Who is the person?

You will need:

1. An appropriate nationally recognised payroll qualification, and evidence of your continued commitment to professional development
2. To clearly demonstrate your proven experience and success in the following areas:
 - Expertise in managing a large payroll and pension operation

- Comprehensive knowledge of the payroll and pension legislative rules and transactional processes
 - Experience of implementing payroll/pension process efficiencies
 - Detailed knowledge and experience of payroll, HMRC tax and pension legislation
3. Excellent verbal and written communication skills, write reports to a high standard and manage complex stakeholder relationships.
 4. High level IT skills, as well as experience of playing a key role in system implementations and upgrades
 5. Extensive experience of dealing directly with customers (internal and external)
 6. A positive and proactive approach, combining enthusiasm with sound judgement
 7. A full driving licence is desirable as you will be required to visit external clients

General Data Protection Regulation (GDPR)

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