

## JOB DESCRIPTION

**Role:** Payroll Senior

**Team:** Payroll

## Our Values PASSIONATE, PERSONAL and PROFESSIONAL



## **PURPOSE OF ROLE**

- To act as the primary point of contact for the clients for whom you are responsible in all of their dealings relating to payroll

## **REPORTS TO**

- You will report to the Head of Payroll, Directors, Associates and Managers

## **MAIN AREAS OF RESPONSIBILITY**

### **Technical**

- To apply the relevant technical skills and to work as part of the Payroll Team by applying those technical skills and by carrying out tasks assigned to you.
- To take responsibility for individual assignments, ensuring the effective and timely delivery and the quality of service meets the firm's aims
- To provide support to the management of payroll services provided by the firm
- To provide support to a team of three payroll administrators and carry out reviews of their work
- Follow the firm's systems and processes and apply them effectively

### **Team Development**

- Appraise Team Members and complete feedback
- Advise and support Team Members by promoting a learning environment and supporting the development of others
- Supervise and support Team Members on assignments

### **Building Relationships**

- Liaise with specialists in other areas across the firm and ensure communication to clients on such matters is effective
- Deliver agreed service standards and actively promote consistent, exceptional service across the team
- Strengthen and maintain relationships with clients, contacts and our team

### **Leadership**

- Take responsibility and be accountable for the planning and completion of the work assigned to you
- Take ownership for the management of a client portfolio, acting alongside the Head of Payroll to ensure clients' needs are met
- Participation in developing firm-wide initiatives
- Maintain a motivated assignment team
- Co-ordinate all services delivered to clients and ensure that they are performed in the most efficient and professional manner possible

### **Commercial and Entrepreneurial**

- Ensure the effective and timely delivery, and the quality of service meets the firm's aims
- Ensure that services are only performed if they are in the best interests of the client and where the client has agreed in advance that the services should be performed
- Responsible for billing clients in a timely fashion in accordance with the firm's guidelines.

## **AREAS OF RESPONSIBILITY FOR OTHER FUNCTIONS**

### **Administration**

- Complete your timesheet in a timely manner

- Maintain your Outlook calendar and ensure it is fully up-to-date at all times

## HR

- Performance Management – Team Members
  - Provide feedback where appropriate or requested to do so
- Performance Management - Self
  - Take feedback on board or request feedback where appropriate
- Appraisals
  - Complete appraisal documentation
  - Attend Appraisal Meetings
  - Complete Action Points arising from Appraisal Meeting
- Inform HR of any changes in the personal information held by the firm

## IT

- Utilise the firms IT systems to work efficiently and effectively
- Report issues arising to the IT team
- Attend IT training sessions as required

## Learning & Development

- Consider your individual learning and development needs and liaise with your Line Manager to ensure where necessary, such objectives are met
- Ensure annual declarations are made to regulatory body
- Ensure CPD Record is completed on an annual basis

## Marketing

- Assist in marketing and promotional activities of the firm as requested

## PERSON SPECIFICATION

### QUALIFICATIONS AND SKILLS

- CIPP qualified or qualified by experience
- Experience of working in a bureau and managing a portfolio of clients
- Experience of managing a team of payroll administrators
- STAR payroll software knowledge is preferable
- Sage payroll software experience is desirable
- Xero payroll software experience is desirable
- Up-to-date and appropriate knowledge and skills in your technical field to enable you to fulfil the purpose of your role
- Computer skills appropriate to your role
- Verbal and written communication skills appropriate to your role

## BEHAVIOURS

### Core Values

**All Team Members are expected to demonstrate our values of **Passionate, Personal and Professional**:**

- Understands the firm's ethos of 'passionate, personal and professional' and uses this in your approach to work and clients, and follow the service standards set.
- A personal approach is applied to everything you do, internally and externally; ensuring you always consider the recipient of your communications and actions.

- Always behaves professionally; demonstrates strong moral values; uses common sense and practical approach to overcome problems, applying sensitivity in difficult or tense situations.

## **Technical**

- Applies technical competence acquired through gaining a professional qualification or through years of experience.
- Refines skills, knowledge and expertise through continued technical and practical learning.

## **Team Development**

- Completes more complex tasks within timeframes under supervision.
- Participates actively in all formal learning and development opportunities.
- Actively advises, coaches and motivates other team members to meet personal and team targets

## **Building Relationships**

- Works as an effective team member, sharing information and providing peers with assistance.
- Works co-operatively in teams, sharing, gaining and gathering information.
- Demonstrates rapport with peers and confidently deals with team members and clients.
- Able to deal with difficult interpersonal situations.

## **Leadership**

- Meets performance expectations and acts as a role model for junior team members.
- Demonstrates high energy and enthusiasm.
- Actively pursues continuing learning and development.

## **Commercial and Entrepreneurial**

- Understands the firm's vision and business strategy and your contribution to them.
- Understands the firm's structure, the people and the services we provide.
- Demonstrates a genuine interest in the client's business and understands their industry/sector.