

JOB DESCRIPTION

Name:

Role: Payroll Processor

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 payroll administrators
- Follow the firm's systems and processes and apply them effectively

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~~ other members of the payroll department to ensure clients' needs are met
- 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

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
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PERSON SPECIFICATION

QUALIFICATIONS AND SKILLS

- Experience of working in a bureau and managing a portfolio of clients
- Experience of processing auto-enrolment pensions
- 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.