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| **Post Details** | **Last Updated: 10/10/2024** |
| **Faculty/Administrative/Service Department** | HR Services |
| **Job Title** | Payroll Team Leader |
| **Job Family**  | Professional Services | **Job Level**  | L04 |
| **Responsible to** | Payroll Manager |
| **Responsible for (Staff)** | Day-to-day operational management of payroll team  |
| **Job Purpose Statement**

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| To manage and provide professional advice on payroll matters and issues within the context of university policies, statutory legislation and procedures. The post holder will be responsible for the day-to-day management of the Payroll team, ensuring a high level, timely and efficient payroll advisory and operational support service to management, staff and external agencies. |

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| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. Deliver the payroll service across the University and subsidiaries, in the most cost effective and efficient way whilst meeting the needs of the University, in compliance with University policies, statutory guidance and procedures at all times. Provide specialist advice and guidance on payroll matters, procedures and best practice to senior management and employees.
2. To be responsible for ensuring that changes in payroll legislation, University policies and conditions of service are interpreted and implemented correctly and in a timely and efficient manner. This includes identifying the impact of changes in payroll legislation and university policies and contributing to the necessary changes to practice and policy at the University, as and when required in a timely and efficient manner.
3. Produce and reconcile all year end data and ensuring all returns are made to the relevant bodies by the statutory deadlines.
4. To work as a subject matter expert on projects alongside, or instead of, the payroll manager for which the specialist nature of this role provides essential and relevant expertise.
5. Manage and oversee the payroll team, providing leadership, coaching and development as appropriate, including establishing workloads, prioritising work, monitoring performance and ensuring all deadlines are met in a timely and efficient manner.
6. Deputising for the payroll manager during periods of absence.
7. Review and process global mobility cases in a timely and prompt manner in accordance with University policies

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your manager.
* Work supportively with colleagues, always operating in a collegiate manner.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * Whilst the post holder will need to have highly developed planning and organisation skills in order to manage their high and varied workload, and that of the wider payroll team. They will also need to be flexible in their approach due to the unexpected work which comes in on a daily basis.
* Carry out much of their activities with limited daily guidance from their line manager, and as such they will have some latitude within their daily work routine to organise and prioritise their own work to ensure that key deadlines and objectives are met.
* The role is influenced by clear precedents and covered by well-defined procedures and policies though the post holder has some freedom to decide how to carry out tasks. Action will be taken based on established precedents and will be within the boundary of defined policies.
* The post holder may lead assigned Department projects, usually of a short-term nature, or contribute to larger University-wide projects as part of a project team, to support the achievement of project objectives.
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| **Problem Solving and Decision Making**

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| * The post holder is required to have an in-depth knowledge of all payroll matters, and internal policies and will be required to apply and interpret these on a frequent basis, whilst using their judgment and initiative to provide solutions to those payroll problems encountered.
* The post holder will have the freedom to consider what procedures, policies or precedents should be followed to achieve the desired outcomes.
* Guidance and advice for the resolution of more complex or unprecedented issues can be provided by the Payroll Manager.
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| **Continuous Improvement**

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| * The post holder should identify and clearly define any payroll related problems or issues arising and continually seek to make improvements.
* There will be an expectation they will be conversant with new and forthcoming legislation to enable the collaboration in the development and implementation of new and existing policies, while ensuring these are translated into effective practices and processes.
* A professional input will be expected into the formulation of projects, initiatives and developments across the University.
* The post holder will be required to ensure the integrity of payroll data held in university systems.
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| **Accountability**

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| * The post holder will need to be a proficient and confident communicator in dealing with staff at all levels.
* They will be required to draw upon their experience to negotiate with and influence senior management and provide timely, relevant advice to staff at all levels.
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| **Dimensions of the role**

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| * The post holder will deputise for the Payroll Manager as required and will have day to day supervisory responsibility for the payroll team. They do not hold budgetary accountability.
* The post impacts the whole University.
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| **Supplementary Information** * The post holder will have frequent contact with staff throughout the university at all levels and with representatives from external agencies or statutory bodies which requires a professional but friendly manner and appreciation of situations requiring discretion, tact and diplomacy.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| CIPP Foundation Degree in Payroll Management, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles. Or: Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge. | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Demonstrable experience of working in a dedicated generalist payroll role, including casework, policy and projects | E | 3 |
| Sound knowledge of payroll legislation | E | 3 |
| Ability to learn and apply University policy | E | 3 |
| Advanced MS Office Skills, particularly on MS Excel | E | 2 |
| Experience of managing tasks for a team  | E | 2 |
| Experience of using payroll systems such as Zellis ResourceLink | D | n/a |
| Experience of working in a Higher Education environment | D | n/a |
| **Special Requirements:**  | **Essential/Desirable** |
| Flexibility with regard to working hours will be required at times, particularly around Payroll deadlines. | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 2323232222 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background Information* The payroll function in the University support approximately 4,000 established and Ad Hoc staff across the University and its subsidiaries.
* The post holder is an integral part of the payroll team and works closely with our colleagues across the HR Services, Senior Management and Finance on day-to-day issues. They are a point of contact for all employee with complex payroll-related enquiries.
* Externally the post holder will liaise regularly with the nominated tax advisors and external agencies in relation to payroll matters.
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| Department Structure Chart |
| Relationships **Internal*** The post holder will communicate effectively with a range of internal staff at all levels. They will work with colleagues across other departments, such as Finance and Senior Management in the management of operational issues.

**External*** External contacts include other suppliers and agencies, such as tax advisors, HMRC, Pension providers etc.
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