

Post Details		Last Updated: 05/01/2025	
Faculty/Administrative/Service Department	HR Services		
Job Title	Payroll & Pensions Assistant		
Job Family	Professional	Job Level	L02b
Responsible to	Payroll Team Leader		
Responsible for (Staff)	N/A		
<b><u>Job Purpose Statement</u></b>			
The post holder is a member of the Payroll team within HR Services who on a monthly basis process the University and subsidiary payrolls for approximately 4,000 personnel. The post holder is responsible for assisting the Payroll and Pensions teams in maintaining accurate records and undertaking administrative support to both teams ensuring policies are adhered to and processes are followed in line with our statutory obligations.			
<b><u>Key Responsibilities</u></b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<div><div>1. Pension Administration</div><div><div><div>• Handle the day-to-day administrative tasks related to the University’s multiple pension schemes</div><div>• Assist with the maintenance of accurate and up-to-date pension records for all scheme members including leavers, change of address</div><div>• New starter support including the provision of scheme information and processing of opt outs.</div></div></div></div> <div><div>2. Payroll Administration</div><div><div><div>• Maintain employee records using the University systems so that accurate and reliable data is recorded</div><div>• Handling requests from employees, external agencies and departments to help and resolve their enquiries (including allocating OneSurrey tickets)</div></div></div></div> <div><div>3. Communication</div><div><div><div>• Respond to enquiries from employees regarding general queries, signposting to the pension schemes where applicable, responding in an accurate and timely manner.</div><div>• Communicate effectively with ex-members of staff, active employees and other key stakeholders</div><div>• Communicate with external agencies (e.g. pension scheme providers, and HMRC) as needed to resolve any issues</div></div></div></div> <div><div>4. Compliance and other Regulatory Responsibilities</div><div><div><div>• To stay updated on regulatory changes, always ensuring compliance</div><div>• Process accurate and timely reporting including the preparation and manipulation of data for any reports required for pension scheme administration and payroll input or to meet regulatory requirements e.g. data cleanse and audit, absence reporting and monthly pension scheme returns.</div></div></div></div> <div><div>5. Data Management</div><div><div><div>• Maintain the accuracy and integrity of the pension and payroll data</div><div>• Assist with regular audits under the Pensions Specialist and Payroll Team Leader guidance to identify and rectify any discrepancies.</div></div></div></div> <div><div>6. Process Improvement</div><div><div><div>• Identify opportunities for ways in which we can improve our processes and participate in any projects that are aimed at enhancing our pension and payroll processes.</div></div></div></div>			
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, operating in a collegiate manner at all times.

**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.

**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**

- Operating proactively to organise and prioritise workload to successfully meet deadlines as set by department processes, guidelines and pension regulations. This is dependent on the nature of the work received and will be on a daily, weekly or monthly basis.

**Problem Solving and Decision Making**

- The post holder will work largely independently when responding to general enquiries and is expected to apply their knowledge and/or previous experience to make informed decisions.
- The post holder will operate within standardised departmental processes and guidelines set by the department
- The post holder is expected to escalate complex issues or those outside the remit of their role to their line manager or subject matter experts for guidance or resolution.

**Continuous Improvement**

- The post holder is required to develop and maintain basic payroll and pension knowledge through tools provided by the department and learning from colleagues.
- The post holder is expected to take a pro-active approach to their work as well as making suggestions for minor improvements to working methods.

**Accountability**

- The post holder is responsible for providing high levels of customer service and a professional image with written and verbal communication.
- The post holder is expected to accurately follow departmental processes, guidelines and compliance regulations in order to complete their monthly tasks.
- Although the role is covered by standard procedures and guidelines there may be occasions when the post holder identifies some latitude to vary the sequence of procedures which would require line manager approval.

**Dimensions of the role**

- The post holder will accurately maintain active records on the university systems.
- The postholder will be responsible for maintaining accurate record on pension provider portals / websites
- The post holder is responsible for promptly handling and replying to requests from employees, external agencies and University departments

**Supplementary Information**

- An important element of this role is to develop and maintain effective working relationships with colleagues both within our HR Family and across the university.
- The post holder should possess strong team principles in all areas of their work

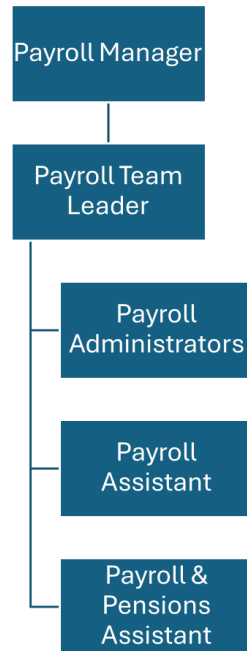
<b>Person Specification</b> This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
<b>Qualifications and Professional Memberships</b>		
Vocational qualifications plus some relevant work experience. Or: Learning gained through work experience of several years. This will include short courses and other formal training.		E
<b>Technical Competencies (Experience and Knowledge)</b> 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).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Basic Microsoft Office and IT Skills	E	1
Experience of working in a team	E	2
Experience in providing written and verbal communication	E	2
Excellent administrative skills	E	2
Methodical approach and undertaking of workloads	E	2
Experience of providing administrative reports in a payroll, pension or equivalent function	D	2
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Ability to work outside of regular hours if required to meet departmental deadlines		E
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		1
Managing and Developing Performance		N/A
Creative and Analytical Thinking		N/A
Influencing, Persuasion and Negotiation Skills		N/A
Strategic Thinking & Leadership		N/A
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.

### Department Structure Chart



### Relationships

#### Internal

- HR Teams
- Employees (current and leavers)
- Finance colleagues

#### External

- Pension Scheme Providers
- External Agencies (e.g. HMRC)