



Job Description

Service:	Corporate Finance		
Team:	Payroll		
Location:	County Hall, Preston / Hybrid		
Salary range:	£77,834 - £85,120	Grade:	14
Reports to:	Director of Finance	Staff responsible for:	

Job purpose and scope

To manage, lead, and provide strategic direction to teams delivering payroll services across Lancashire com Council.

This role is responsible for driving service transformation, ensuring the delivery of a consistently high-quality and accurate service.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: **Supportive**, **Innovative**, **Respectful**, and **Collaborative**, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service
Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles
Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

Leadership & Team Management

- Lead a team of payroll professionals to deliver high-quality services to Lancashire County Council, schools, and external clients.
- Provide technical leadership and act as a reference point for complex or escalated payroll issues.

Service Delivery & Compliance

- Oversee the processing and delivery of payroll services utilising systems capability, ensuring compliance with statutory and organisational requirements.
- Ensure adherence to employment, payroll, and pensions legislation and policies.
- Supervise and support internal and external audits, ensuring robust governance and quality assurance.

- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations.

System & Process Improvement

- Lead the identification and implementation of system developments and process re-engineering to improve service efficiency and effectiveness.
- Manage change control processes and ensure compliance with service-level agreements and project plans.
- Develop and maintain operational procedures to ensure seamless integration across service areas.

Customer & Stakeholder Engagement

- Build and maintain effective relationships with internal and external stakeholders.
- Promote customer-focused service delivery and ensure high levels of satisfaction.
- Lead the development of user communication and training materials.

Strategic Development & Innovation

- Benchmark payroll services against similar sized organisations and identify opportunities for improvement.
- Represent the council in external forums and user groups, aligning initiatives with business needs.
- Lead and coordinate project deliverables and resources to support strategic goals.

Data Integrity & Information Governance

- Promote compliance with data protection and information governance policy.
- Maintain accurate and timely records and reporting in line with statutory requirements.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Educated to degree level or equivalent.
- Relevant management qualification or equivalent experience

Experience

- Significant experience in a senior management level role within a large and complex payroll function.

Essential knowledge, skills & abilities

- Ability to develop, plan, organise, prioritise and implement a range of complex activities and priorities within a range of areas of service.
- Expert knowledge of payroll legislation requirements, with the ability to impact assess changes in requirements and understand the impact.
- Expert working knowledge of the regulations and sector wide developments relating to the public sector payroll. Understanding of the wider issues, implications and current challenges particularly in the public sector*
- Proven ability to effectively interpret and clearly present complex and technical information in an appealing way to different stakeholders, including external customers, employees and committees.
- Excellent networking, oral and written communication, and presentation skills to relate effectively to a wide range of stakeholders.
- Ability to successfully influence key decision makers (including elected members).
- Ability to lead, motivate and manage people and teams to achieve significant, sustainable service improvements and outstanding results across a complex, large network of stakeholders.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.