

## Job Description

<b>Service:</b>	Finance		
<b>Team:</b>	Payroll		
<b>Location:</b>	County Hall, Preston		
<b>Salary range:</b>	£36,363 - £40,778	<b>Grade:</b>	8
<b>Reports to:</b>	Service Development Manager	<b>Staff responsible for:</b>	0

### Job purpose and scope

Lancashire County Council's Payroll team provides services for more than 35,000 employees in public sector organisations across the North West, including over 500 schools and academies. The team are proactive in providing best advice to customers, interpreting legislative and policy changes and delivering a highly responsive service built on best of breed technology. The primary purpose of the role is to control and develop the payroll systems, running processes and all related technical processes to provide a high quality, accurate and timely function for a range of clients and in accordance with their statutory, legislative and contractual obligations.

### Accountabilities/Responsibilities

- To schedule, generate and administer payroll system routines for all customers and produce associated output and reports for third parties.
- Provide support regarding the reconciliation of payroll expenditure including PAYE, NIC and Pension Contributions.
- Assist in the investigation and reporting of complaints and queries, providing for effective solutions to issues, escalating where necessary.
- Provide technical support and expertise on complex payroll and pension matters and systems to all officers of LCC and its customers.
- Provide input to project plans and estimations of resource requirements, completing project work within cost, time and to the required quality.
- Provide technical support on the payroll implications of service developments, new legislation, local and corporate initiatives, and to challenge and influence discussions in order to ensure effective decision making.
- Produce accurate, meaningful and timely management information covering a range of payroll functions.
- To assist with the development and co-ordination of testing and implementation of technological solutions to support new legislation and business objectives.
- Proactively engage with appropriate internal and external user groups, ICT teams, key stakeholders and third parties.
- Participate in the development of user communication and training materials and deliver user training as appropriate.
- Provide effective staff training and development focusing on quality standards and outputs
- To lead the continuous review of processes and procedures within the service to ensure effective and efficient service delivery, in line with LCC standards and quality frameworks.

- Ensure data verification, cleansing and housekeeping are undertaken to maintain data integrity and consistency.
- Ensure compliance with service level agreements and KPIs.
- Ensure the application of, and adherence to all contractual and statutory legislation governing payroll and pensions.
- Adhere to LCC data protection policies and procedures.
- Build and maintain effective working relationships with customers and colleagues.
- Represent the County Council at meetings when required.

### 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

- 4 GCSE's or equivalent (A-C) including Maths and English
- Recognised payroll qualification or working towards a payroll qualification with sound practical experience\*

### Experience

- Recent experience of working within a large/complex Payroll environment
- Use of IT, and specialised systems/software in particular, in supporting processes including management information
- Experience of producing Management Information reports for senior managers and stakeholders
- Evidence of working on projects\*
- Experience of developing and delivering training

### Essential knowledge, skills & abilities

- Good numeracy and literacy skills
- Ability to communicate clearly and concisely with customers and colleagues both orally and in writing
- Ability to prioritise workload to meet required timescales and quality standards, with minimal supervision and excellent administrative and organisational skills
- Understand the significance of data integrity in business processing and ability to work consistently within frameworks and procedures
- Providing advice/guidance and technical support to team members and customers
- Analytical and problem-solving capability
- Ability to work collaboratively and influence others based on technical/professional expertise

### 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.