

Payroll Manager

Department:	Cabinet Office
Section:	People Hub
Reports to:	Head of Corporate Services
JE Ref:	CB1023.2 (CLS1005.2)
Grade:	CS12
Date:	12/06/2023

Job Purpose

The payroll manager has a dual role in focusing on the strategic delivery and assurance of the payroll service within a 3 to 5- year horizon whilst being fully responsible for overseeing the current payroll processes. The scope of the role encompasses the GOJ and various Arm's Length Organisations payrolls. It is essential that all employees are paid on time and in accordance with the relevant pay policies, procedures and laws. The role is responsible for a payroll of c.£490m per annum

The role is the organisations subject matter expert and will devise and implement a strategy to ensure that the service meets the requirements of the current and the future demand (such as terms and conditions reviews) and to deliver innovative and evidence-based approaches that will improve the efficiency and effectiveness of the service (such as jointly leading the payroll migration from Zellis to SAP) and ensuring adherence to industry standards.

Establish and audit consistent processes, data sets, technologies, risk management controls and customer engagement to actively address service quality, performance, accuracy and timelines.

Job Specific Outcomes

- Provide effective direction, leadership, and development for all employees of the section to ensure that services are delivered effectively and that agreed standards and targets are met.
- Responsible for the continual improvement and automation of the Payroll Service to ensure ongoing efficiency, quality of delivery and working to best practice standards.
- Ensure that processes are in place for reviews, monitoring the performance of the service and system to target improvements and meet any audit recommendations.
- Responsible for development of audit and governance controls to ensure that all payroll controls, payroll compliance and all audit regulatory requirements are met to ensure the complete and accurate processing of payrolls and compliance with legislation and relevant policies and policy changes including Income Tax, Social Security and changes in employee terms and conditions.
- To provide assurance that the administration of the Government of Jersey and third-party payroll contracts and pension schemes to ensure all deadlines are met, payments are made accurately in line with Service Level Agreements and Including Tax, pensions and Social Security deductions and reports along with reviewing payroll data for accuracy, including processing payroll adjustments and resolving discrepancies.
- Work in partnership with the key stakeholders including People Hub, People Link Systems, Employee Reward, Finance and Pension teams to maintain an accurate data and streamline processes to deliver high quality services.
- Take responsibility for resolution of complex complaints in line with appropriate policies.
- Ensure robust business continuity preparation and execution.

- Oversee the training and development of the payroll team to promote knowledge transfer, develop skills and to provide stable resilience for the team.
- Prepare complex reports as requested by SEB, ELT, CAG, FOI's (relevant boards, committees)
- To support, contribute and comply with quality and governance procedures as directed by management.

Statutory Responsibilities

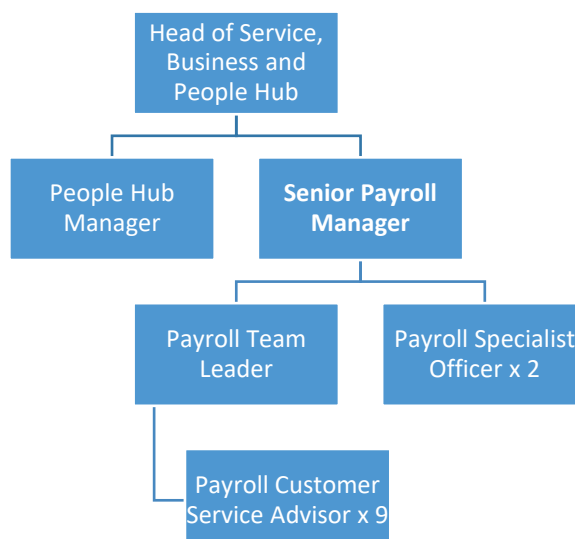
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational Structure

One Government Departments



Organisation Chart



The postholder is responsible for circa £500m of payments to employees and others, across weekly and monthly payrolls, including 20 pay groups and 50 different contracts terms.

Person Specification

Specific to the Role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Chartered Institute for Payroll Professionals (payroll management and above) or equivalent level of experience and evidence of continuing professional development • The post-holder must be educated to a degree level. 	
Knowledge	<ul style="list-style-type: none"> • Specialist technical payroll or financial knowledge. • Knowledge of Payroll systems and processes. • Knowledge of industry standards 	<ul style="list-style-type: none"> • Knowledge of Resource Link and Success Factors (SAP) systems • Knowledge of the work of the GOJ and its services to the public. • Knowledge and understanding of HR legislation, policies, and guidelines. • Experience of a 500+ or complex payroll
Technical / Work-based Skills	<ul style="list-style-type: none"> • The post holder must be proficient in the use of, payroll systems, MS Excel, and data analysis tools. • The ability to acquire and adapt to the functionality of new computer systems is essential. 	<ul style="list-style-type: none"> • Project Management experience. • Managing User Acceptance Testing.
General Skills / Attributes	<ul style="list-style-type: none"> • Excellent financial acumen and numerate. • The postholder must demonstrate experience of stakeholder management in a large organisation and appreciate the importance of the service that payroll provides. • The post holder must demonstrate an appreciation of customer service, the need for accuracy at all times, and of quality of delivery to rigid timescales. • The postholder must possess excellent communication and interpersonal skills, together with the ability to work under pressure with confidentiality, tact and diplomacy. • Able to review current performance and identify ways of making improvements that enhance overall service to customers. • Able to support recommendations and ideas using evidence. 	

	<ul style="list-style-type: none"> • Able to assess a situation and choose the most appropriate form of communication for the intended audience. • Able to give timely and specific feedback on individual and group/team performance and identify areas and ways in which performance can be improved 	
Experience	<ul style="list-style-type: none"> • The post-holder must have an extensive knowledge of payroll processes, data management, data analysis and complex calculations. • 3 years' work experience in a payroll or similar environment. • Demonstrable experience of leading/managing teams with responsibility for performance management. 	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.