

JOB AND PERSON PROFILE

Job Title:	Payroll Manager
Job Reference:	PM
Salary:	£37,280 to £40,777 (Grade 5) plus homeworking allowance £6 per week – <i>please note there is a pay award review pending</i>
Location:	Suffolk Association of Local Councils, Units 1 and 2, Hill View Business Park, Old Ipswich Road, Claydon. IP6 0AP
Hours per Week:	37 hours per week. This position is offered as a full-time role, however applications for reduced hours or flexible working arrangements will be considered for an exceptional applicant
Status:	Permanent
This role offers the following flexible working options:	• <i>Working from home (including hybrid home and office working)</i> • <i>Use of flexi-time/time off in lieu</i> All flexible working preferences will be considered alongside the individual demands and nature of the role.

About the Suffolk Association of Local Councils

The Suffolk Association of Local Councils (SALC) is an important stakeholder in the public sector with a long-standing reputation for providing quality services that supports the corporate interests of parish and town councils and parish meetings across Suffolk.

The SALC service is membership-based and includes advice and guidance, training, networking, online resources, payroll and internal audit services.

Main Purpose of the Job:

Provision of payroll and advisory services to the users of this service and to design marketing for business growth including the supervision and management of the Payroll Administrator.

Main Activities and Responsibilities:

To administer business processes and procedures in relation to payroll including:

- Receiving and processing information
- Calculating the correct amount incorporating overtime, deductions, bonuses etc., ensuring these comply with regulations
- Production of payslips and distributing the same to customers with the assistance of the SALC Brightpay software
- Receiving and processing change requests for payroll including timesheets, expenses, new employees or leavers
- Maintaining database records
- Addressing issues and questions regarding payroll from member councils, employees and superiors
- Design marketing for the growth of the payroll service
- Developing knowledge of the sector
- Contributing to the development of online information
- Producing regular blogs to support councils understanding
- Preparing reports

People Management

- Supervision and management of Payroll Administrator - leading, coaching and developing to promoting accuracy, efficiency and a strong customer focus.

Customer Service

- Provide an efficient and customer-focused first point of contact ensuring payroll services are delivered in an efficient and timely manner
- Provide information about SALC services to members and/or providing appropriate contacts or signposting

Communication and team working

- Ability to contribute to team meetings
- Assisting with the design of communications and/or marketing materials or initiatives
- Sharing knowledge to improve administrative processes and build resilience across the team
- Providing cover for other team members during holidays/absence

General Office Duties

- Provide an efficient administration and financial support service which may include supporting specific individuals or groups
- Draft and send routine correspondence
- Maintain records, including electronic systems.

- Support for SALC trainers on a rota basis for evening training sessions

Level of Autonomy and Decision Making:

Work is predominantly covered by procedures, but you will be expected to use initiative e.g. when resolving enquiries or prioritising your work.

You will report to the Operations and Facilities Manager who will be available for direction and guidance on more difficult problems.

PERSON PROFILE	Essential	Desirable
Education & Qualifications	A formal technical payroll qualification - CIPP, IAB, ATT or equivalent (or demonstratable equivalent competence from on-the-job learning). GCSE (or equivalent) in English and Mathematics essential Grade C or above.	
Experience, knowledge & skills	Strong knowledge of current UK Payroll legislation, GDPR, HMRC Reporting, pensions, including Auto-Enrolment, and statutory requirements People management skills including performance, professional development and recruitment. Ability to be accurate with data input and analysis, especially when working to tight deadlines. Ability to plan and organise own workload, taking responsibility for delivery of tasks and maintaining accurate records. Strong knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc. Understands customer needs and knows how to deliver exemplary customer service experience.	An understanding of how town and parish councils work Ability to differentiate between District, Borough and County Council functions to inform public accurately. Good knowledge of a particular area of public services or of external agencies or partner organisations. Knowledge of own and others responsibilities for health and safety.

	Demonstrates an understanding of confidentiality and data protection requirements in the workplace. Works on own initiative. Research and problem solving skills to deal with queries and issues.	
Values and personal qualities	Demonstrate self-awareness and aims to improve their work Works effectively as a member of a team, supporting team members and demonstrating a flexible approach. Strong confidentiality ethos, honest, reliable and flexible. Demonstrates a positive attitude, commitment and enthusiasm. Passionate about making a positive difference in Suffolk.	
Interpersonal & Communication Skills	Good verbal and written communications skills. Ability to provide accurate, timely advice and guidance to local councils on a range of issues relating to payroll. Professional and polite when dealing with colleagues and customers. Ability to deal with a range of customers, some of whom may occasionally be angry or distressed, bringing situations to a confident conclusion. Ability to train colleagues and provide cover for team members in their absence, where appropriate.	Ability to contribute to the delivery of continuous improvement of administration systems, processes and services.

Additional Requirements	Willingness to develop knowledge and understanding of the services provided by SALC Willingness to learn relevant procedures and systems.	We positively encourage the use of technology to communicate, but on occasions, there may be a requirement for you to travel to locations away from your contractual base, using reasonable and suitable means available to you.
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