Job Description

Job Title:	Payroll and Pensions Co-ordinator
Responsible to:	Group HR Manager - Transactional
Functional Liaison with:	HR, Finance, All Group Sites, Payroll Providers and Pension Agencies
Main Purpose:	To support the accurate and timely administration of payroll and pension processes across the Eastern Education Group (EEG). The postholder will work closely with the Pension and Payroll Lead to ensure payroll and pension data is processed accurately, queries are resolved efficiently, and statutory requirements are met. The role will provide operational support across payroll and pension activities and contribute to continuous improvement of systems and processes.

Main Duties and Responsibilities

The following duties are not shown in order of priority or frequency, nor is the list comprehensive, but rather an indication of the type and level of duties expected of the post.

Pensions Administration

- Administer pension processes across the Group, ensuring accurate records are maintained.
- Support auto-enrolment activities and pension scheme administration.
- Process pension starters, leavers and changes in a timely manner.
- Respond to routine pension queries from staff and managers, escalating complex cases where appropriate.

Payroll Administration

- Prepare, collate and validate payroll information for submission to the outsourced payroll provider.
- Conduct routine payroll checking activities to ensure accuracy and completeness of data.
- Process contractual changes, additional payments, deductions and other payroll-related transactions.
- Assist in resolving payroll discrepancies and employee pay queries.
- Support the Pension and Payroll Lead in maintaining effective working relationships with the outsourced payroll provider.
- Maintain payroll records and documentation in line with internal procedures.

Compliance and Quality Assurance

- Support compliance with payroll and pension legislation, policies and procedures.
- Carry out routine audits and data checks to identify and rectify errors.
- Ensure confidentiality and data security are maintained in line with GDPR and organisational requirements.
- Assist with the preparation of reports and information requests.

Other

- Provide professional and responsive support to staff, managers and external providers.
- Escalate complex payroll and pension matters to the Pension and Payroll Lead as required.

- Support the delivery of a high-quality payroll and pensions service across all Group sites.

- The above job description is not exhaustive, and the employee may be required to undertake any other reasonable duties in line with the general level of responsibility of the role.
- As we now operate as a collective Eastern Education Group, you may from time to time be required to undertake any of the requirements of your role for any of our Group organisations
- Support Eastern Education Group's sustainability objectives and Net Zero ambitions through day-to-day activities, decision-making and responsible use of resources.

PERSON SPECIFICATION

	Essential	Desirable	Measured
Education and Qualifications	• Level 2 qualification in payroll, pensions, business administration or equivalent experience.	• Level 3 Payroll or Pension Qualification.	**I,A,**
Knowledge and Skills	• Good understanding of payroll administration principles and processes. • Knowledge of pension administration and auto-enrolment requirements. • Excellent attention to detail and numerical accuracy. • Strong organisational and administrative skills. • Good communication and customer service skills. • Proficient in Microsoft Office applications, particularly Excel. • Ability to handle confidential information appropriately.	• Knowledge of NEST and other public sector schemes. • Experience of using HR and payroll systems.	**A,I,P**
Experience	• Experience working in payroll, pensions, finance, HR administration or a similar administrative environment. • Experience processing and maintaining accurate employee data. • Experience dealing with customer or employee queries.	• Experience within an education, public sector or multi-site organisation. • Experience working with outsourced payroll providers.	**A, I,**
Personal Qualities	• Attention to Detail – Produces accurate work and identifies discrepancies. • Organisational Skills – Prioritises workload effectively and meets deadlines. • Problem Solving – Investigate issues and identifies appropriate solutions. • Communication Skills - Communicates clearly with a range of stakeholders. • Team Working – Builds effective relationships with colleagues and external providers. • Customer Focus – Provides a helpful and professional service. • Adaptability – Responds positively to change and new ways of working. • Resilience – Maintains accuracy during busy periods.		**A, I,**

Training	• Willingness to attend, undertake any training or development as, or when appropriate. • Commitment to continuing personal development through continual professional learning.		**A, I,**

KEY: A-APPLICATION, I-INTERVIEW, P-PRESENTATION/MICROTEACH, T-TEST

Conditions of Service

1. Holidays: 24 days, plus public holidays, raising to 29 days on completion of 5 years' service pro rata for part time working.

2. New appointments to the College are subject to a six-month probationary period.

3. Contributory pension: Local Government Pension Scheme through Suffolk County Council

4. This College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

5. The job description is current at the date shown; it may change from time to time in negotiation with the post holder.

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We are passionate about promoting equality of opportunity and creating a working environment where diversity is recognised and celebrated and everyone has the chance to reach their full potential. Our environment is diverse in character and student population. We particularly welcome applications from candidates from Black Minority Ethnic origin and those with a disability.

Eastern Education Group is committed to safeguarding our children and young people/vulnerable adults. We uphold fundamental British Values and expect all our employees to do the same. All appointments are subject to safer recruitment checks, including previous employment checks, online searches and an Enhanced DBS Check.

General Data Protection Regulations (GDPR)
In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

Equal Opportunities
In accordance with the Equality Act 2010 the Group operates a policy of equality and diversity which protects employees, students and people who access the Group's goods, services and facilities, from discrimination on the basis of 'protected characteristics' which include: age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race (colour, nationality and ethnic or national origins.), religion or belief, sex and sexual orientation.

DBS
The successful applicant will be required to complete and obtain a standard or enhanced disclosure check (role dependant) from the Disclosure and Barring Service. The cost of processing this will be £40 (Enhanced), and you will be required to make payment online via the safeguarding website before your employment commences. Further information about the Disclosure and Barring Scheme can be found at www.homeoffice.gov.uk or by speaking to a member of the Human Resources department.

Group Character Strengths

We have eight Group character strengths that underpin all we do and we make it a priority to give our students the strength of character in order to shine above the rest when faced with employers or universities.

Not only do they apply to our students but also to our staff members and the reasons why Eastern Education Group is such a fantastic place to work.

Take a look below:

- **Resilience** – We are strong as an organisation and all teams work together to achieve. If and when we are faced with challenges we respond efficiently and effectively at all times.
- **Optimism** – We use education as a catalyst for positive social change and prosperity for the community we serve, leaving no-one behind. We want to inspire our students.
- **Curiosity** – We are a curious organisation, always trying to seek out new opportunities and ways in which we can break boundaries in the world of education.
- **Confidence** – We are confident. We believe in all that we do and we appreciate the abilities and qualities of every single staff member. We celebrate our successes and we remain sure that we will continue to lead as a provider of education.
- **Ownership** – We take responsibility for every single student and every single staff member ensuring our main goal is that everyone at the Group is happy and achieving to their full potential. Our amazing wraparound support demonstrates this perfectly.
- **Self-Control** – We are disciplined as individuals and always put the needs of our students first.
- **Ambition** – We are an ambitious organisation. We are constantly evolving as demonstrated with the new STEM Innovation Campus.
- **Respect** – We respect our staff and students alike and we put the success of our students at the heart of all that we do, preparing them for their future.