

Job Title: Payroll Technician	
Job Evaluation Number	0080230

JOB DESCRIPTION

Job Title: Payroll Technician	Location: Corporate Finance, HQ North
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports to: Payroll Supervisor	Band level: 3F
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to Create and maintain the payroll records of Police Officers/Police Staff/Pensioners, administer pension schemes, consolidate and process data, ensure Police Officers/Police Staff/Pensioners are paid accurately and on time, provide correct and consistent advice/guidance and contribute to the proper functioning of the Payroll Department.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Process all documents and information in relation to payments (salaries, expenses, other staff emoluments, compulsory deductions, etc.) ensuring that they comply with relevant Conditions of Service, Force Policies and statutory legislation to ensure Police Officers/Police Staff/Pensioners are paid accurately and on time. Responsible for electronic filing of all documents ensuring compliance with data retention regulations.
2. Answer Police Officers/Police Staff/Pension Administrators and Pensioners' queries on pay related issues. Give advice and guidance to Area/HQ Department staff about incorrectly completed Police Officers/Police Staff/Pensioner variations to pay, which they have authorised for payment. Provide advice, guidance and data to Police Officers/Police Staff/Pensioners, internal departments and external organisations. Liaise with other departments and external organisations and where necessary be persistent in order to provide the best possible service.
3. Responsible for commencing, amending and ceasing the records of police pensioners, police widow pensioners and dependent child pensioners on the monthly pension payroll, including the payment of pension lump sum commutation payments to make sure pensioners are paid by due date to ensure pension payments are paid accurately and on time.
4. Investigate queries identified by Quality of Information reports as a result of self-service (overtime and expenses) prior to each payroll deadline, in addition to queries identified as a result of data cleansing. All anomalies that affect individuals pay need to be corrected so that payments can be generated. Manage SSAMI and Outlook inboxes, deal with pay related queries and process overtime duplicates and recalls of overtime payments which involve clarification that regulations are being adhered to, print and apply the relevant PeopleSoft electronic notifications to improve quality of data and payments.
5. Identify and correct discrepancies highlighted during the pay calculation run before payments are sent to personal bank accounts including the decision whether the tax code applied is correct after investigation with HMRC. Responsible for the raising of sundry debtors for overpayments of leavers to ensure public funds are not alienated.
6. Understand and apply the rules, regulations and Force Policies for reductions to half-/no-pay during periods of sickness and for both statutory and occupational sick pay/employment and support allowance in order to make correct payments and deductions and to fulfil the obligations at

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all the times while ensuring department is both efficient and effective. Check manually ensuring the payroll system had calculated entitlements correctly. Notify affected staff and departments.

7. Deal with attachment of earnings orders from courts and Child Support Agency (CSA), ensure payments are deducted and paid in accordance with the orders respecting the minimum earnings level and legislation is honoured.

8. Authorise colleagues' manual data transactions to comply with audit requirements. Provide support to Payroll Officers and cover for absent colleagues to ensure the department meets the strict deadlines, ensuring the department meets their responsibilities of making all payments accurately and on time.

9. Administer the LGPS and the three Police Pension Schemes to ensure accurate application of pension regulations to all staff and police, ensuring their pension benefits are reported and accrued accurately.

Additional Comments: The allocation of time to each key result area listed above will vary for an Apprentice within this role as they will be expected to spend approximately 20% of their time undertaking development, including time spent completing the Intermediate Apprenticeship in Business Administration apprenticeship.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Process accurately and timely the pay of 12,000 Police Officers/Police Staff/Pensioners. Work is highly organised with minimal supervision. Utilises time management skills to meet strict deadlines.

Applies discretion at all times when dealing with confidential information, ensuring Data Protection Act 1998 legislation is adhered too in all enquiries.

Assists in the training of all aspects of the role to new members of the team.

Shows distinct decision making abilities and logical thinking.

Verifies and processes self-service claims in accordance with audit requirements. Takes ownership of and resolve errors.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

Fully competent

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. CIPP Practitioner Certificate in Payroll or equivalent or proven experience, or be prepared to study for relevant qualification. Good standard of education including excellent literacy and numeracy skills.	E
2. Ability to work under pressure meeting strict deadlines with minimal supervision. Proven sound judgement.	E

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3. Computer literate with working knowledge of Windows based packages including Word, Excel and Access	E
4. Ability to communicate clearly and professionally with individuals of different levels. Excellent team player standing for team goals.	E
5. Ability to handle difficult customers particularly those with a complaint about pay. Attainment or working towards an OCR in Customer Service.	E
6. Excellent attention to details and understanding of complex contexts in a process driven environment, e.g. in spotting incorrect/fraudulent claims, lack of proper authorisation etc.	E
7. Working knowledge of LGPS and 1987/2006/2015 Police Pension Scheme regulations, and accurate application to the records (training will be given) .	E
8. Understand the legislation for both statutory and occupational Maternity and Paternity pay to be able to apply them to the payroll. An understanding of Police Force Policies and the ability to apply them to payroll is desirable.	E
9. Thorough knowledge of the application of Income Tax, National Insurance and Student Loan to the payroll and the ability to manually calculate these (gross to net).	D
10. Relevant working knowledge of Police Regulations and Civilian Conditions of Service, Inland Revenue and Department for Work and Pensions (DWP) rules and regulations.	D

Apprentice

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with a minimum of 4 GCSEs grades A-C/9-4 or equivalent including Maths.	E
2. Committed to achieving an Intermediate Apprenticeship in Business Administration with an interest in Payroll/Finance.	E
3. Ability to organise and prioritise workloads and work to deadlines.	E
4. Keyboard skills with the ability to operate a variety of computer applications, including Microsoft Office Word and Excel.	E
5. Good interpersonal skills with the ability to communicate clearly and professionally with a wide variety of people.	E
6. Excellent attention to detail and ability to proof check own work prior to completion.	E
7. Experience of working within a team, showing flexibility and determination to meet goals.	E