

Job Profile Information: People Operations Team Leader – Level 4 Zone 2

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy, we're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The role sits within our Human Resource service whose aim is to support and enable services across Camden to deliver for our citizens in an efficient and effective way.

Camden is already on an organisational journey - focusing on moving from processes (bureaucratic) to relationships and partnerships (relational), and the People and Inclusion division has a critical role in supporting the organisation to be able to operate in this way.

For us being relational means putting people at the centre of what we do, building **trust**, having **empathy** and fundamentally focusing on relationships. Starting from a position of **trust** where we treat employees as adults who want to do a decent job. Ensuring there is **freedom** with **responsibility** anchored by guiding principles and always ensuring there is coherence between these values and our actions. Whilst **coaching** managers to use their judgement from a place of empathy and compassion

As a division we are focused on ensuring we are best placed to support the organisation to imagine a different future and develop the organisation to deliver on it. This means:

- **Having strong human-centred relationships** - we want to help people to work well together and to get the best from each other as individuals and collectively.
- **Being empowered to experiment** - we want to help people feel safe and empowered to experiment and to make decisions to create change in a way which is supported and in an environment that allows that to happen, underpinned with great data and insight.
- **Being inspired to learn** - we want to help people to proactively learn and to create a true learning culture across the organisation - we want people to feel that learning is just a part of what they do every day.
- **Connecting the human element with change** - we want to help people, teams and the organisation move from a state of 'what is [the current position]' to 'what if [exploring possibility]' and ultimately to 'how to and how can we' [making possibility a reality].
- **Having resilience and flexibility** - formal structures and status are less important, power is shared so all have agency. We do this by working in the open and with kindness.

The expectation of all people who work within the People and Inclusion division is that we are committed to operating in this way and supporting others to do the same.

About the Role

To provide support, guidance and technical advice to payroll officers, staff and key stakeholders ensuring a timely and responsive payroll service. To work collaboratively with HR Business Advisors, Application Specialists and Finance Team to meet statutory returns and ensure broad compliance with statutory regulations. To contribute to the effective delivery of all payrolls and general employee relation enquiries.

We take pride in getting it right first time and you will be expected to work towards delivering a first-rate service from day one. If you have the commitment, drive, and ability to deliver high service standards across the Council, then you are the person we are looking for. You will be relational and work towards being experts on how human beings think, feel, behave, and communicate with one another.

Outcomes

- To maintain a comprehensive awareness of trends and developments in the payroll field and identify and support the continuing development of best practice.
- To promote and support continuous learning across the service, including the identification and dissemination of good practice from both internal and external sources.
- To delivering Payroll Training and Coaching to the team
- To contribute to the wider operational and service development taking on additional responsibilities commensurate with the role.
- Provide Operational Payroll Advice regarding Oracle usage to Technical Team and Developer.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.
- The job requires flexibility around working hours and being able to provide support to deal with complex problems or issues. You may be required to work evening or weekends from time to time.

Technical experience

- Provide complex payroll advice and guidance to managers, partners and staff in a responsive way, contributing to the delivery of value for money services.

- Ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulation, HMRC and other legislation ensuring the integrity and security of confidential information.
- Build relationships with internal and external specialists to keep ahead of emerging HR and specialist trends, ideas and innovations, and keep ahead of changes.
- Provide relevant information, data and reports to support the design of tailored Payroll policy and process solutions.
- Support employees and managers to apply people policies consistently and fairly.
- Lead Participate and advice on cross-functional projects that support the design and implementation of payroll solutions. Develop effective and valued business partnering relationships with given areas.
- Work with Finance to reconcile the payment and costing register
- Analyse trends in pay across allocated division and provide feedback to Reward Manager and Business Advisers around concerns and trends.
- Identify emerging practice needs and be responsive to legislative, regulatory, and organisational changes.
- Present data on enquiry time and response times using Excel and PowerPoint.
- Subject matter experts on Tax, NI and Pension legislation, to guide on compliance, best practices and emerging issues related to these specialist areas
- Support the delivery of pay and reward programmes by providing relevant and timely information along with qualitative checks.
- Conduct monthly reconciliation of all loans and work with the Reward Manager to resolve any discrepancies.
- Comply with organisational procedures and legislative requirements. Provide coaching and training to other staff in statutory and payroll related matters.
- Lead on drafting and updating payroll procedures for consistency, best practice and quality standard.
- Correct all Full Payment Submission (FPS) payroll errors and Employers Payment Summary (EPS) errors.
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- Resolve all queries regarding Teachers Pension and other pension schemes, in conjunction with third party payroll providers.
- Prepare and submit the monthly and annual returns to the London Pension Fund Authority (LPFA) and NHS via their secure website.
- Update the LPFA and NHS Portal Update with any changes relating to Starters, Changes of Hours and Leavers. Resolve any queries relating to the LPFA pension scheme.
- Supervise the day to day activities of enquires and transaction via various channels ensuring service levels are met
- Investigate and draft response to first stage complaints

- Ability to research and use data from various sources constructively and imaginatively to work out solutions to problems.
 - Have excellent analytical skills, which support the accurate interpretation and distillation of complex information.
 - Assist in driving operational performance and service excellence within the HR Service team and monitor performance of task against defined performance/quality standards
 - Complete the Yearly ACT Core and Advance Payroll Learning Module to keep abreast of legislative changes.
 - Administration of all attachment of Earning orders (AEO), liaise with courts on enquiries relating to order.
 - Detailed knowledge of direct earnings attachment and how these apply to pay

People Management Responsibility

- Line Management of HR Business Support Officer, Resourcing Coordinator, Coach and Mentor People and Payroll Officers. Deputise in the absence of Line Manager.

Relationships

- Participate and advise on cross-functional projects that support the design and implementation of payroll solutions and build effective and valued business partnering relations with wider HR Team, Finance, Schools and Third Sector Organisations that buy into our services.

Creativity and Innovation

- Contribute to the development of the structures, systems, processes and policies necessary to support effective service delivery.
- To undertake routine upgrade testing and support the development of the Oracle Cloud Platform supporting payroll activity.
- Keep abreast of changes in Oracle upgrades and contribute to the implementation of new developments.

Location

- Working from 5PS, visiting Schools under our service level agreement and setting up satellite surgeries to improve the overall service offered to clients.

Education

- Hold a Payroll Qualification – Desirable
- Pass Core and Advance ACT Assessment - Mandatory

