

Job Profile Information: People Payroll Analyst – Level 3 Zone 2

About Camden

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.

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.

Role Purpose:

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 contribute to the wider operational and service development taking on additional responsibilities commensurate with the role.
- 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

- HR Services is the first port of call for the Organisation.
- Provide a front-line service to staff, past and present as well as line managers in relation to relevant policies and procedures on the organisations intranet: provide further clarity and guidance in relation to any queries that arise.
- Provide guidance and support on the use of Camden Policies and Procedures – sickness absence policy / procedure; code of conduct; dignity at work: Employee Assistance Programme (EAP); probation guidelines; Health and Well-being passport; Advise staff on Family Leave policy, however this list is not exhaustive.
- Provide advice to staff on Employee Benefits and My Performance scheme
- Liaise with HR Business Advisors on staff pay issues as well as calculations for Redundancy.
- Advise managers on the process of Flexi Retirement and lead on carrying out the process.
- Initiate Exit Interview Process
- Demonstrate technical proficiency by providing advice to colleagues in HR. e.g. Oracle, Essentials, HP Trim and EAS
- Advise staff on Terms and Conditions of Contract to include annual leave entitlement and Term Time Only/ annualised contracts.
- Maintenance of Employees personal records and EAS archiving

Payroll

- Experience working with HR/Payroll Cloud
- Transactional processing for monthly payroll for Teachers and Officers; including static and non-static changes such as overtime, expense reimbursement, travel, loan agreements, cycle scheme as well as salary sacrifice. Process all starters, leavers, and movers, including data entry, during its life cycle.
- Support the delivery of pay and reward programmes by providing relevant and timely information along with qualitative checks.
- Comply with organisational procedures and legislative requirements to ensure that appropriate approval for transaction is received and in line with statutory and audit requirement.
- Identify and implement the recovery of overpayments using Innovative methods, to agree the recovery of funds in line with the overpayment procedure; raising invoices to recover debts when required.
- Provide payroll advice and guidance to stakeholders and staff in a responsive way via an appropriate method of communication, while contributing to the delivery of value for money services and within the Service Level Agreement (SLA) and payroll deadlines to ensure the smooth transition of payroll processing.
- Ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulations (GDPR), HMRC and other legislation ensuring the integrity and security of confidential information.
- Build and maintain rapport with internal and external specialists; to keep ahead of emerging HR specialist trends, changes, ideas and innovations.
- Provide feedback on cross-functional projects that support the design and implementation of these payroll solutions. This includes but is not restrictive to systems testing and carrying out exercises to review Recruitment & Retention payments (R&R) with Managers.
- Provide support in identifying emerging practice needs and support new team members in being responsive to legislative, regulatory, and organisational changes.
- Contribute to Payroll practice needs such as legislative changes and functional changes relating to the payroll system (Oracle Cloud).
- Understanding pay calculations as well as statutory and voluntary deduction; collate and analyse data via excel to provide complex calculations and specialist advice in various areas of pay including, Tax; NI; Pension; family leave; statutory pay and deductions, linked to pay, in cases such as overpayment and retrospective payments across tax financial years.
- Support in drafting and updating payroll procedures for consistency, best practice and quality standard.
- Correct Full Payment Submission (FPS) payroll errors and Employers Payment Summary (EPS) errors in the system.
- Investigate and resolve queries regarding Teachers Pension and other pension schemes, in conjunction with third party payroll providers: liaising with third party providers on missing service and payments etc.
- Update the LPFA, NHS and Teachers Pension changes via Oracle. Update with any changes relating to Starters, Changes of Hours and Leavers. To update Teachers Pension changes via the Teachers' Pension Portal
- Undertake mandatory learning modules with aim to complete the annual ACT Payroll Learning; keeping abreast of Pay legislative changes.

- Calculate and draft letters to employees regarding Overpayments, underpayment of salary in cases such as, initiating CHAPS / BACS payments for staff when necessary.

Skills

- Extensive Payroll experience
- Leadership skills
- Attention to detail
- Interpersonal and communication skills
- Intermediate level of Excel and word knowledge
- Technical proficiency
- Team Collaboration

People Management Responsibility

- No Direct Line Management

Relationships and Contact

- Relationships are also key within HR services, in particular relating to data and intelligence requirements. This may mean working closely with HR Business Advisors, Schools and the wider directorates. Using the appropriate communication methods to interact with stakeholders and team members.

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 the ACT Assessment - Mandatory

