**Job Profile Information:** Payroll Officer

**This supplementary information for *HR Customer Services Advisor (Payroll)* is for guidance and must be used in conjunction with the Job Capsule for Level 3, Zone 1, Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

You will be providing a responsive, efficient and effective payroll administration and first line HR advice service to employees of Camden Council and schools in the borough. Your main focus will be to respond efficiently to general HR queries and process payroll changes in accordance with terms and conditions of service and statutory requirements. You will also advise staff and managers on HR and payroll procedures and practices as well as answering technical payroll queries and will deliver excellent customer service.

To provide support to Human Resources Customer Services Team.

**Core Accountabilities:**

1. To provide administrative support to HR & Payroll Customer Services team.

2. To support the HR & Payroll team in the achievement of the Camden priorities and objectives.

3. To support the team in the delivery of its objectives demonstrating a ‘can do’ attitude and adopting a flexible and resourceful approach.

4. Undertake all responsibilities with due regard to the Camden policies and practices for Health and Safety, Equal Opportunities and Environmental.

5. Undertake any other duties and responsibilities appropriate to the post

**Example outcomes or objectives that this role will deliver:**

1. Ensuring the calculation of all salary deductions are made accurately and that payments to the appropriate authorities
2. are made on a timely basis
3. To accurately maintain the payroll database, including the processing of new starters, employee contractual changes and leavers.
4. To be responsible processing claims and expenses.
5. To process SPP, SMP, SSP, SHPP payments and adjustments
6. To process all new starters, leavers, movers and adjustments to contributions.
7. To work as a team and ensure all payroll transactions are checked and validated before BACS submission.
8. To process the data input of any Advances (Gross pay and Advance deductions)
9. Work proactively with colleagues across the Payroll and Accounts Division to ensure an integrated approach to service delivery.
10. Provide advice to employees and Managers in relation to tier 1 employee relations cases in accordance with policy and legislation.
11. Deliver a high quality proactive customer focused service, in line with agreed performance indicators.

**Required skills**

* Experience of payroll processes and statutory oligations
* Analytical, strong numeracy skills and able to work accurately to deadlines
* Ability to work under minimum supervision
* Focus on delivering customer satisfaction through accurate and timely payroll action and responses to HR queries
* Continuously seeking ways to improve hr/payroll processes
* Ability to work flexibly as part of a team to ensure that HR queries are dealt with efficiently and effectively and that the payroll is delivered accurately and on time
* Experience of using a computerised payroll system
* Experience of providing a hr/payroll administration service for a large payroll with diverse staff groups and varying terms and conditions of service
* Experience of manually calculating gross to net payments
* Experience of using Outlook, Word and Excel

It’s desirable that you have experience of using Oracle HR and payroll and experience of schools payroll.

**People Management Responsibilities:**

*None*

**Relationships;**

• Work collaboratively, to build and develop strong working relationships with colleagues and the business in order to deliver requirements.

• Act as an ambassador for the HR Services Team

**Work Environment:**

The post holder is required to work flexibly, adjusting their own and others’ workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and work with colleagues to ensure appropriate cover and customer

access to the service. They will be mainly office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation will be required to complete tasks.

**Technical Knowledge and Experience:**

* Excellent organisational skills
* Strong interpersonal and communication skills and experience of communicating with adults and handling HR queries
* Strong Analytical skills
* Strong written communication skills
* Excellent IT and web skills, including the ability to use MS Office Word, Excel and Outlook. Experience with databases desirable.
* An understanding of Oracle System an advantage

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>