

# JOB DESCRIPTION

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**Job Title:** HR Services and Payroll Coordinator

**Pay Band:** AFC Band 4

**Hours:** 37.5 FT

**Accountable to:** Payroll Manager

**Direct Reports:** None

**Location:** Leeds/Hybrid/Homeworking

**Vision** The post holder is expected to fully understand, embrace and uphold the NHS Resolution Vision and Values:

*“Achieving timely and fair resolution, enhancing learning and improving safety.”*

**Values** **Professional**

We are dedicated to providing a professional, high quality service, working flexibly to find effective and efficient solutions.

**Expert**

We bring unique skills, knowledge and expertise to everything we do.

**Ethical**

We are committed to acting with honesty, integrity, and fairness.

**Respectful**

We treat people with consideration and respect, and encourage supportive, collaborative and inclusive team working.

## Key Working Relationships

### Internal

- All NHS Resolution staff

### External

- SBS (Payroll Provider)
- Department of Health
- NHS Organisations
- HMRC
- Arms' Length Bodies
- Other external stakeholders

## Job Summary

The HR Services & Payroll Coordinator role sits within the HR Services & Payroll Team. This team is responsible for ensuring the delivery of an accurate and efficient HR and Payroll function for all employees across the organisation.

The HR Services & Payroll Coordinator is responsible for the day-to-day operation of HR and Payroll administration, within their specific area, including: HR updates, new starters, leavers, absences, sickness, changes to terms and conditions and annual leave whilst ensuring the delivery of excellent customer service to NHS Resolution employees.

The role works both independently, and collaboratively with their team and wider HR & OD colleagues, the wider organisation and the third-party payroll providers, to deliver a comprehensive, streamlined and legally robust HR and Payroll services to NHS Resolution.

Looking to continuously improve processes, the HR Services & Payroll Coordinator strives to provide service excellence and customer service. They will need to ensure they deliver improvements in the quality of the service offered in line with organisational objectives, such as digitalisation, and the overarching HR Strategy.

They are a source of expertise in HR and Payroll matters to the organisation and liaise with our third-party payroll provider and other third parties, as needed. This will include taking on projects to provide NHS Resolution with granular detail, accurate data and analysis in areas that require this expert knowledge and capability. It will also mean being able to advise on and explain to employees and stakeholders complex information and aspects of payroll, such as PAYE.

Each member of the team acts as a backup for other team members during annual leave, absence, and periods of increased activity. The role requires providing advice internally to the wider team and the NHR employee population.

Developing and building constructive relationships with NHS Resolution employees, line managers and key internal and external stakeholders to drive engagement, add value and building a positive brand for the HR & Payroll function, is critical to the role.

Also critical to the role is an eye for detail to ensure accuracy of information coming in for processing. As the role is responsible for ensuring financial and governance security, this will include making sure all approval processes have been followed and, if necessary, being robust in ensuring that managers and employees follow the processes required.

Further to this, the role also requires the postholder is vigilant in checking their own work and being a second check to work from other members of the team. Where issues, errors and potential risks are identified, it is the responsibility of the post holder to identify these, to remedy what they can and to escalate to management, with recommendations for actions. This will include detailed analysis and calculations, if required, to ensure a full account is given.

## Organisation Chart



## Main Duties and Responsibilities

- Responsible for dealing with the payroll inbox and ensuring correspondence and queries are fully and efficiently dealt with in a manner that also delivers first class customer service to the business
- To undertake pay processing work, including starters, leavers, change of conditions and temporary variations to pay. Including the setting up of new starters on the system.
- Using our People Portal (Zendesk ticketing environment), resolving issues, advising on options for simple and complex matters and responding to payroll-related queries.
- Processing information for external 3<sup>rd</sup> party providers, including SBS, Child Support agency and DWP
- Thoroughly checking and verifying the accuracy and completeness of information sent, to ensure financial and governance due diligence is met
- Ensuring that where information is not complete or financial/governance processes and procedures have not been met, managers and employees are informed and made aware of any consequences of not meeting the requirements
- To accurately input data into the payroll system, adhering to strict payroll deadlines, ensuring that processes and procedures have been followed.
- Providing detailed calculations relating to identified pay issues
- Responsible for ensuring that all manually and electronically held staff files are up to date, including the Electronic Staff Record (ESR) system.
- Responsible for updating ESR on a regular basis to meet payroll deadlines with pay amendment variations (for instance, secondments, re-banding, maternity leave, new starters, terminations, other ad-hoc lifecycle employees changes).
- Ensuring the NHS Resolution Policies and Procedures are adhered to and relevant authorisation is provided for contractual and pay changes requested.
- Responsible for identifying and resolving issues, escalating where necessary and advising on options for complex matters.
- Support the Payroll Manager on documenting and developing robust and efficient HR and Payroll procedures which are legislatively compliant and align with company policies
- Assisting the Payroll Manager with Finance and Audit queries.

- Working towards internal and external standards, KPIs and SLAs for internal and external performance.
- Dealing with sensitive and confidential information and ensuring it is stored and maintained safely.
- Forwarding and filing documents as required
- Working on ad hoc projects as required. Ensuring accuracy and analysis in a timely manner
- Checking own and others work to ensure it meets the standards required
- Managing the inbox to ensure email correspondence is dealt with swiftly, as well as any queries that come in via email, post and team calls
- Managing workload to ensure the tasks are completed in line with the payroll timetable
- Maintaining and improving knowledge of wider issues, such as terms and conditions, to ensure they are able to safeguard payroll and provide effective service to stakeholders.
- Ensure they maintain up-to -date knowledge and understanding of all issues relating to payroll, including legal, financial and statutory regulations.
- Advising on complex payroll issues
- Dealing with all aspects of statutory payments and deductions
- Minimises financial and legal risk to the business by ensuring statutory and regulatory compliance
- Acts as a first line defence for the financial security of payroll and its governance
- Responsible for ensuring they understand and adhere to Financial safeguards and information security

## **Communicates Effectively**

- Uses effective communication and engagement to develop a team ethos, and to build an effective brand
- Assists the Payroll Manager with the interface between payroll, HR, Finance and other internal and external stakeholders to ensure engagement, drive improvements and effective query resolution
- Collaborate with the immediate team to share the workload and assist with training along with the wider HR and Finance teams

- Is visible to employees, colleagues and stakeholders and regularly undertakes activities to engage and build trust within NHR
- Deals with complex and confidential information with sensitivity and tact,
- Relays complex information to ensure understanding in situations where the recipient may have barriers to understanding and accepting both information and potential outcomes
- Able to clearly articulate when an issue has been identified and options for resolution
- Can communicate effectively with a range of stakeholders, understanding their perspective and responding accordingly

## Analytical and Judgmental Skills

- Responsible for the analysis of payroll data to ensure accuracy and consistency of application
- Able to analyse and manipulate complex financial data and/or written information accurately
- Able to use judgement to determine, on the basis of their analysis, options for resolution to issues that have arisen and present recommendations
- Escalate and assist the Payroll Manager in managing complaints, identifying resolutions that ensure customer satisfaction and ensuring embedded learning to avoid repetition, ensuring complaints and queries are closed out in a timely and effective manner.
- Use initiative to identify areas for improvement and assist with ad-hoc projects to roll out new processes.
- Assisting the Payroll Manager in identifying risks and helping to put appropriate mitigation in place
- Able to judge the severity of risks identified and the level of immediate action required
- Able to analyse complex data and information relating to specific areas of pay, such as taxation, National Insurance and Pension contributions
- Identifies errors and analyses the causes of errors, providing immediate resolution or proposals for longer term rectification
- Able to identify and justify the point at which an ongoing situation requires further intervention or escalation

## Planning and Organisational Skills

- Ensuring the workload is managed effectively adhering to the requirements of the payroll timeframes to meet deadlines and key deliverables
- Support the Payroll Manager on annual and ad-hoc tasks, such as P11d's and pay review
- Able to manage and prioritise own workload and work with the Payroll Manager and other team members to ensure payroll deadlines are met and work is shared fairly

- Able to work flexibly when unforeseen issues arise
- Able to multi task and maintain effective control of all areas of their work
- Ensures effective record management is in place, accurate and secure
- Plan the rota for dealing with the inbox
- Able to reprioritize at short notice as a result of issues that arise and /or are identified
- Plans tasks on a daily/weekly/monthly and annual basis to ensure the smooth operation of the payroll function
- Puts in place effective planning and organization strategies when dealing with project work to ensure balance between the project and business as usual activities
- Effectively manages their time to achieve targets and best value for the business
- Uses a range of tools and strategies to plan and organize work and tasks both individually and with the Payroll Team
- Ensure they maintain oversight of tasks that require long term monitoring

## Develop Self

- Participate in the Annual Performance Appraisal process, sourcing and undertaking training as identified in the Personal Development Plan discussions with their manager.
- Working with their manager to ensure they have the necessary skills, training and resources to deliver the service and enhance their personal and professional development.
- Looks for areas and opportunities for improvement and learning, volunteering for additional tasks where appropriate
- Ensure they are aware of and compliant with all mandatory and statutory training requirements
- Attend regular team meetings and one to one meetings with the Payroll Manager, to ensure cross sharing of information and open discussion of issues and challenges
- Undertake specific professional training to ensure full understanding of all elements of payroll
- Identifies resources and looks to colleagues to ask for support and answers to ensure an understanding of any issues that impact on their work

## Freedom To Act

- Able to work autonomously, with minimal supervision and use initiative to resolve issues, asking for support where needed
- Provides accurate advice on HR/Payroll issues
- Provides HR services to managers by updating requested changes, ensuring processes are followed and assisting with queries
- Understands the legal and financial parameters, rules and guidance that impacts on their work and able to ensure the balance between discretion and compliance

- Organises and authorises ad hoc or emergency payments where necessary and within the boundaries set by NHS Resolution

## **Effort and Working Environment**

### Physical effort

- Desk based post that requires the post holder to sit in a restricted position for the majority of the working day; regular breaks from the screen and to move are encouraged. The post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices or meetings and events.

### Mental effort

- Frequent concentration is required when analysing complex and sensitive data. Flexibility is required due to the unpredictable nature of demands on workload and interruptions on a daily basis.

### Emotional effort

- Occasional exposure to distressing and emotional situations in relation to dealing with NHR employees. Support will be provided by the Payroll Manager and the wider HR team where needed.

### Working conditions

- Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder may be required to travel to attend external meetings on an occasional basis via public transport.

## Further Information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The post holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with NHS Resolution's policies and procedures.
5. The post holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post's grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

## Person Specification

Category	Criteria	Essential (E) Desirable (D)	How tested*
<b>Education and Qualifications</b>	Educated to GCSE level (including Maths and English), NVQ Level 4 or equivalent experience, working towards or willing to study Level 5 CIPD under the apprentice scheme or payroll qualifications	E	A & I
	Evidence of continuous professional development	E	A & I
	Prepared to undertake the CIPP qualification	D	A & I
<b>Skills and Abilities</b>	Proficient IT skills and ability to use Microsoft Office packages (i.e. Outlook/Word/Excel/PowerPoint)	E	A & I
	Well organised and able to work under pressure	E	A & I
	Ability to use initiative, take decisions and make recommendations based on an analysis of options. Ability to present ideas and proposals in an effective way	E	A & I
	Ability to communicate effectively with a range of stakeholders at all levels (written and verbal)	E	A & I
	Ability to work in a collaborative manner and build great working relationships	E	A & I
	Good level of numeracy	E	A & I
	Ability to work to tight deadlines and effectively manage own performance	E	A & I
	Ability to manage and prioritise multiple and sometimes conflicting demands and provide regular updates on queries	E	A & I
	Exceptional interpersonal skills with the ability to build effective working relationships with managers, unions, and colleagues	E	A & I
	The ability to assist manager with complex situations and apply appropriate solutions	E	A & I
<b>Experience</b>	Experience of working in operational HR or Payroll team	E	A & I
	Previous experience of providing a customer focused service and supporting/advising line managers	E	A & I

Category	Criteria	Essential (E) Desirable (D)	How tested*
	Office administration	E	A & I
	Working within an NHS/Public sector environment	D	A & I
	Knowledge of Agenda for Change Terms and Conditions.	D	A & I
	Previous experience of using ESR (Electronic Staff Record) system or equivalent	D	A & I
<b>Knowledge and Understanding</b>	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A & I
	Knowledge and understanding of Equality Act (2010), freedom of Information Act (2000) and GDPR (2018)	E	A & I
	Experience of using an HR or Payroll system	D	A & I
	Office administration experience including the production of HR documents requiring complete accuracy	E	A & I
	Good attention to detail and high level of accuracy	E	A & I
	Understanding the need for confidentiality in this role	E	A & I
<b>Other</b>	Commitment to own personal and continued professional development	E	A & I
	Flexible approach to work	E	A & I
	Achievement Focused	E	A & I

\* A – application form; I – interview; T – test