

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Services	SERVICE GROUP: Revenues, Benefits and Payroll Services
POST TITLE: Payroll and Pension Liaison Manager	REPORTS TO: Service Manager
GRADE: PO5/6	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The following points should be noted:

- 1 Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
- 2 Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- 3 Bradford is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Council Services.
- 4 The Council is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Key Purpose of Post: explain the main purpose of post i.e. why does it exist, what is its main focus. Information can be drawn from a relevant Job Description/Job Profile

To assist the Service Manager by taking specific responsibility for the operational direction, management and performance of the Payroll and Pension Liaison function.

Main Responsibilities of Post: explain what needs to be done to do the job fully.

Describe the main duties in priority order, addressing the questions why the task is carried out? and what does it seek to achieve? Information can be drawn from a relevant Job Description / Job Profile

As a member of the Payroll and Support Management team, to be responsible for providing operational management, direction and area expertise.

Responsible for providing professional advice, support and guidance to all service users across the full range of payroll, pension and pay related conditions of service.

Responsible for the effective management, control and timely input and output of payroll system data, in accordance with Council policy and / or procedure and legislation where appropriate.

Responsible for the development and maintenance of the HR/Payroll solution to ensure adherence to statutory and contractual legislation.

Responsible for the completion of all annual and monthly statutory information returns to

the HMRC and Pension Scheme's.

Development of the Payroll Service into a marketable business model to offer the payroll service to external clients and increase income generation.

Responsible for ensuring compliance with the Council's Employee Appraisal scheme for all Payroll staff in addition to appraising, reviewing performance and carrying out 121's, with all direct reports, as prescribed by the scheme and /or Service requirement.

Responsible for creating and maintaining excellent communication channels across the Service and with other colleagues, customers, service groups and external partners or agencies

Responsible for managing attendance at work including managing sickness absence by carrying out the Return to Work interviews and /or informal reviews and presenting appropriate cases to the Service Manager in the formal review process, in accordance with the Council's Managing Attendance procedure

Responsible for the health and safety of Payroll staff and ensuring appropriate risk assessments are carried out and follow up action taken, as appropriate.

Responsible for compliance with, the Councils Information Security policies, the appropriate use of the data held on Council systems and any relevant associated legislation, for example the Data Protection Act.

Responsible for the recruitment, selection and appointment of Payroll staff, in accordance with Council policy and assist, where necessary, in recruitment processes across the Service.

Assist in disciplinary and /or capability issues and carry out management investigations, in accordance with Council policy and procedure

Contribute to a service wide anti fraud culture by ensuring that any suspicions of employee and/or citizen fraud are promptly referred to the Corporate Fraud Unit

Responsible for areas of work that are politically sensitive.

Responsible for the continuous improvement of Payroll encouraging and implementing process improvements and ensuring working practices and procedures are maintained.

Responsible for ensuring that training or any other appropriate method of support is provided, to all Payroll staff, to improve performance.

Responsible for improving customer service in Payroll through ensuring a focus on improving customer satisfaction

Responsible for liaising with external suppliers and negotiating/managing contracts and or Service Level agreements as appropriate.

Responsible for ensuring that all government returns, including performance information, are accurate and submitted in accordance with agreed timescales.

Lead organisational change and business re-engineering programmes for Payroll and Pension Liaison activities and assist service wide where necessary

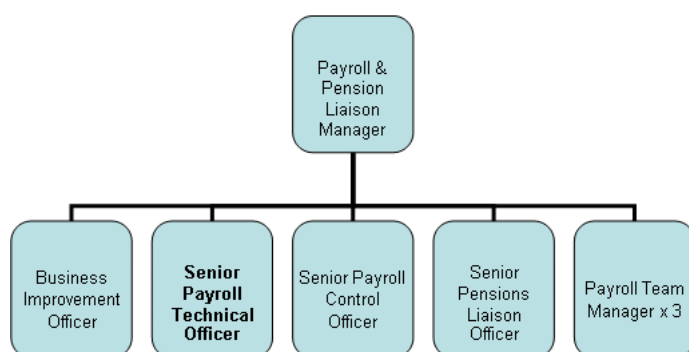
Prepare detailed reports and undertake statistical analysis as required

To promote and develop the Council's approach to Equalities in terms of employment, service delivery and access to services.

Represent the Authority at all levels.

To carry out other duties, as required, which are reasonable in terms of the nature and level of the post

Structure:



Special Knowledge Requirement: Essential for shortlisting. Max 10

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
Expert knowledge in all payroll matters	X
Carries out the working practices, procedures and basic operations across a specialist area(s) namely payroll and pension liaison	X
Uses knowledge, safety and environmental policies , procedures and regulations/ legislation), including risk, in own area and/or other areas of work	
Uses a range of specialist ICT systems across own work area and or across other areas including SAP payroll	X
Contributes to the management of a budget , keeping costs within agreed levels for own section/team	

Competency Based Job Profile

Uses, interprets, analyses, communicates complex numerical information and relays it to customers and staff in writing and/or over the telephone / face to face.	X
Understands and uses robust and accurate financial control mechanisms	X
Ability to deliver presentations and/or information verbally to individuals and /or groups of people.	
Able to carry out business processes review activities and identify and implement improvements	X
Understands and is able to operate in a competitive traded service environment	X

Relevant experience requirement: Essential for shortlisting
More than 5 years specific experience of management in a large payroll service dealing with multiple payrolls and a minimum of 10,000 employees.
Relevant professional qualifications requirement: Essential for shortlisting
Level 5
Core Employee competencies at manager level to be used at the interview stage.
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

Management Competencies: to be used at the interview stage.
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.
Delivering Successful Performance Our managers monitor performance of services, teams

Competency Based Job Profile

& individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.		
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired time scales, make best use of resources and take a positive approach to contingency planning.		
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Working Conditions:		
Must be able to work as determined by contracted hours, work location and the needs of the service. This will include being flexible within the hours of 7am and 7pm to support business need.		
May be required to attend meetings out of office hours as required.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		

Compiled by: A Stobbs	Grade Assessment Date:	Post Grade: PO5/6
Date: 2017		
For HR use only	SAP Input Date	Name of Data Inputter