

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Payroll & Pensions Coordinator	<b>Leadership stage:</b>	2
<b>JRN:</b>	20083	<b>Job family:</b>	
<b>Band:</b>	7	<b>Location:</b>	Agile
<b>Allowances:</b>	As per contract	<b>Politically restricted:</b>	No
<b>Department:</b>	Finance	<b>Vetting level:</b>	RV
<b>Reporting to:</b>	Deputy Payroll and Pensions Manager	<b>Date published:</b>	September 2022
<b>Posts responsible for:</b>	Allocated Staff		

## Part A – Job Description

### Overall purpose of the role:

To ensure the correct payment of salaries to all staff, officers, and pensioners in accordance with legislation and time scales. To ensure that all monthly and year end payments and data are submitted in line with time scales. To manage the day to day running of the section, providing support to staff as and when required.

### Key responsibilities of the role:

<b>1</b>	To ensure the processing of the force monthly, OPCC and pensioner payrolls is completed in line with set deadlines and in accordance with legislation. Complete BACS payments and payroll controls at the end of each pay period for HMRC, LGPS and outside agencies ensuring that all payments are checked and balanced and made in line with their individual deadlines.
<b>2</b>	Calculation of P11d's and completion all year end returns, including P11ds and P60s, to HMRC and pension data to LGPS within the specified deadlines.
<b>3</b>	Produce financial reports to the senior management team on a monthly basis to assist in cost analysis and budgets force wide. Calculation and production of remuneration data, exit packages and chief officer remuneration data for inclusion in final accounts for both the Chief Constable and the Police and Crime Commissioner.
<b>4</b>	To control and monitor outstanding debt resulting from overpayments in salary and allowances in order to ensure prompt recovery. Maintain a professional and sympathetic attitude when contact is made with employees and leavers regarding the overpayments recognising this can be a sensitive and emotional issue. Direct the team where necessary to raise an invoice to allow for recovery to be arranged over a longer period.
<b>5</b>	Implement any regulatory changes, pay awards and increments, ensuring that all pay rates, allowances, compensatory grants and pension deductions are in accordance with regulations. Run monthly and annual reports to ensure all payments are being made correctly and in line with force policy and external legislation. Configure and maintain the U4 Payroll system, ensuring all pay rates and calculations are completed in accordance with legislation, regulations and Force procedures.
<b>6</b>	Ensure weekly updating and effective maintenance of payroll and pensions systems by regularly downloading tax codes and running sickness reports.

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	Liaise with other departments to ensure that information relating to secondments/temporary assignments and bulk intakes of new starters are received in line with payroll deadlines to ensure all individuals receive the correct pay and allowances. Complete regular reconciliations of data (both people and positions) from People Services to ensure that data is consistent across the force.
7	Develop and maintain effective customer relationships with staff associations, managers and working groups, acting as the primary point of contact for pay and pensions advice in order to communicate proposed changes and identify improvements to the service provided. Provide input to inductions for new starters with information on pay and pensions. Provide information to staff associations regarding joiners and leavers to assist them in keeping up to date records and to make sure information is correct whilst ensuring compliance with GDPR.
8	To assist the payroll manager in the provision of annual benefit statements, annual allowance statements and expenses and benefits letters and respond to any queries arising from this information, holding one to one meetings with officers or staff when requested.
9	Maintain up to date knowledge by attending meetings and conferences on behalf of Northumbria Police, ensuring an effective and accurate service is always delivered regarding taxation and pensions. Represent the Payroll and Pensions section by participating in working groups across the force in order to contribute to continuous improvements in the service provided.
10	Ensure efficient day to day management of the team by holding daily meetings to monitor progress, prioritising resources where required. Ensure that service delivery standards and payroll and statutory deadlines are met and that all staff and pensioners are paid correctly and on time.
11	Provide advice and guidance on pension transfer values and arranging refunds, deal with all related correspondence and queries, resolving the more complex issues in order to provide an efficient and prompt service to present and past employees.
12	Undertake appraisals, review performance and identify goals and objectives. Bring instances of good or poor performance to the attention of management and be able to undertake difficult conversations with the team when necessary. Lead, manage and develop staff to ensure individuals have the knowledge skills and experience to achieve the required standards and objectives. Contribute to the development and training of payroll staff by holding regular training sessions for areas where skill and knowledge gaps have been identified. This will maintain professional competence and continually improve the service delivered by the department. Assist management in identifying the right candidates for recruitment of new staff. Assist in embedding a culture of continuous improvement and personal responsibility within the department. Regularly communicate with the team to support staff wellbeing.
<b>Part B – Scope of contacts</b>	
<b>Internal / External relationships:</b>	

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**Internal:** All Northumbria Police departments, Employees

**External:** HMRC, LGPS, staff associations, courts, councils, Police Pensioners, third party organisations

## Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

## Part D – Continuous Professional Development (CPD) role 6 months

### First 6 months

1	To be fully conversant on all areas of statutory legislation affecting pay and pensions.
2	To have a comprehensive knowledge on all Regulations and Force procedures relating to pay and pensions.
3	To create and develop professional relationships with all internal and external key contacts.
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### 12 months and beyond

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## Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Experience of working in a busy payroll or pensions environment.	Experience of supervising a busy payroll & pensions or finance function.	Application/interview/ CPD
Planning and organising	Able to plan effectively, to work to tight deadlines, to manage workload and to		Application/interview/ CPD

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	allocate tasks.		
Problem solving and initiative	Adopt a proactive problem solving approach to the day to day operational aspects.		Application/interview/ CPD
Management and teamwork	Able to work as part of a team but equally able to demonstrate self-motivation to work independently.	Experience of working in a supervisory capacity.	Application/interview/ CPD
Communicating and influencing	Able to hold meetings with the team, other departments across the force and outside agencies.		Application/interview/ CPD
Other skills and behaviours	Attention to detail and high personal and professional standards.		Application/interview/ CPD