

AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME
JOB DESCRIPTION TEMPLATE



1. JOB IDENTIFICATION

Job Title:	Payroll Manager
Reports to:	Deputy Director of Human Resources
Department, Ward or Section:	Pay Unit
Operational Unit/Corporate Department:	Corporate Services, Human Resources
Job Reference:	
No of Job Holders:	1
Dated:	Feb 2021

2. JOB PURPOSE

The Payroll Manager is directly responsible for the overall management, performance and delivery of the payroll, pensions, expenses/leased car administration and travel booking service functions to NHS Highland (NHS), GP Practices and Highland Hospice.

Ensuring that the services are of high quality, cost effective, comply with statutory legislation, employment law, terms and conditions of service and national/local policies and meets defined key performance indicators.

Ensures efficient and effective systems of work, procedures and policies are developed, monitored and maintained for all areas within Payroll Services.

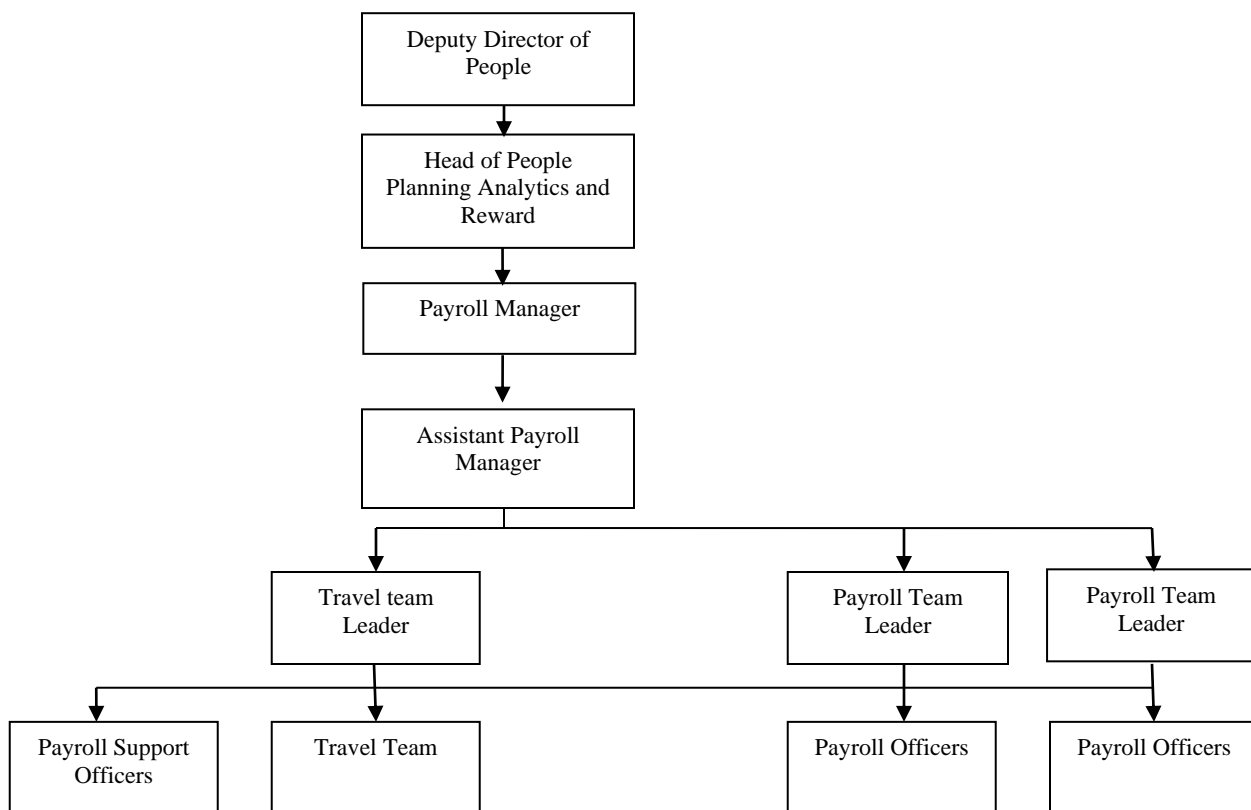
Provide leadership and strategic direction to the payroll services.

3. DIMENSIONS

NHS Highland's Payroll Services is responsible for processing the pay accounts for all NHSH employees, several GP practices and Highland Hospice. The staff work in teams of Payroll/Pensions/Expenses and Support; each having a Team Leader. The department is also responsible for the provision of support, guidance and training for ePayroll.

- Payroll – processing of payroll records including transactions from HR system, PAYE compliance and reporting, pensions administration, application of terms and conditions and policies relating to pay
- Expenses – processing of expenses claims, HMRC compliance and reporting, application of terms and conditions and policies relating to expenses
- SSTS (Scottish Standard Time System) – processing of shifts worked and absence information in order to export payment information to Payroll system, application of terms and conditions and policies relating to time and attendance.
- Travel– processing of requests for travel and accommodation bookings from NHSH staff.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The department is responsible for delivering a high-quality Payroll Services, meeting national and local KPIs, complying with legislation and T&Cs. To provide information, advice and guidance on all Payroll Services matters including terms and conditions of service and on entitlements to all employees and Managers.

The department is expected to provide support in the use of national workforce systems to service users as well as information/training sessions on all aspects of Payroll Services.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Management/Leadership

Manage the operation and development of the Payroll Services function for NHS Highland, ensuring that the services provided meet user requirements, adheres to statutory legislation and national terms and conditions and policies, conforms to or sets best practice and adheres to key performance indicators.

Ensures services provided are within allocated staffing and resource levels and are compliant with all statutory data protection and audit requirements.

Support the Deputy Director of HR in developing long term planning and strategies.

As a Payroll Services specialist, ensure effective interpretation and application of terms and conditions of service, statutory legislation and national/local policies through provision of training to staff and service users, and advice and guidance on complex matters.

Actively manage Payroll Services to promote the development of best working practices, information, harmonisation and adoption of new systems to ensure that the strategic objectives of NHSH are realised.

Manage effective recruitment, training/development, and performance management of staff to support the delivery of a quality service to users. Includes robust training programmes to ensure development needs are met and competency levels assessed against agreed job criteria.

Ensure working in partnership is at the forefront of engagement with staff and service users

Financial

As a delegated budget manager, the post-holder is responsible for the financial management of the service budget including the delivery of service within the allocated budget. This includes monthly review of financial performance including the monitoring of expenditure, review of overspends and underspends, investigation of variances and setting actions to ensure that the service is delivered within the allocated budget.

Maintain and develop systems of control and record keeping ensuring the proper reconciliation, payment and reporting of statutory and non-statutory deductions to HMRC, SPPA and other third-party organisations, including the provision of information to support other departments.

Information Resources

Responsible for the application, maintenance and update of the Payroll/Expenses system and SSTs for NHS Highland payroll database in terms of national pay awards and system developments. Ensure

security controls in place for accessing systems and that systems are used appropriately.

Provide support in the management of responses to information requests e.g. Freedom of Information, reviewing information extracted from the most appropriate workforce system e.g. ePayroll, eExpenses, SSTS, SWISS/eESS.

Implement, maintain and develop systems of security and internal control to ensure that the correct interpretation of all conditions relating to remuneration of employees are applied and those payments are made in accordance with pre-defined timescales, complying with Internal and External audit requirements, thus eliminating fraudulent and unauthorised payments

Provision of specialised and complex management information and advice to service users in relation to Payroll Services e.g. redundancy / voluntary severance estimates. Post holder devises one off reports utilising Business objects software based on requests from HR/ finance/managers to support policy and strategic business planning including analysis of results and recommendations

Research

Research forthcoming legislation and terms and conditions, to identify required changes to process, procedures, and systems and ensure effective engagement with service users. Support the development and user acceptance testing of national workforce systems.

Research, lead, plan and oversee the implementation of new/revised national terms and conditions, local initiatives and statutory legislation e.g. "payment as if at work during leave", Pensions Reforms.

Governance

Ensure adequate and effective practices and procedures relating to Payroll Services, including implementation and engagement with Service users.

Responsibility as NHSH's management point of contact with the Scottish Public Pensions agency for the administration of the NHS pension scheme, participation in national working groups as required to contribute to the development of procedures and system requirements.

Provide guidance and advice to all organisations on HMRC treatment benefits in kind and risks from HMRC inspections, e.g. relocation expenses

Regional, National and Local Groups

Participate actively in regional, national and/or local working groups to ensure the continued development of NHS Scotland national workforce systems and practices, to enhance the provision of payroll services to NHSH. In doing so the post holder will provide expertise on subject matter and identify areas of improvement in processes, procedures and systems.

The post holder will establish a network arrangement with North of Scotland counterparts to develop and implement initiatives in a collaborative fashion to ensure the continued sustainability and resilience of Payroll Services for NHSH and the North of Scotland.

Active participation in local working groups to ensure timely and effective implementation of national terms and conditions of service relating to pay/expenses and harmonise and develop NHSH policies and procedures, recognising the impact on various services.

Positively contribute to the Highland Partnership Forum and associated subgroups, participating in local

debate and decision making in order to improve the efficiency of NHSH and providing technical guidance and solutions.

7a. EQUIPMENT AND MACHINERY

The post-holder has a duty of care for the following communal hardware/software:

- Personal Computer – desktop & laptop
- Projector
- Microsoft applications and E-Mail Calculators
- Fax machine
- Photocopier machine
- Scanner
- Telephone / Answer machines
- Printers
- Franking machine

7b. SYSTEMS

The post-holder has a responsibility for the effective operation and security of:

- Scottish Standard Payroll System (ePayroll) (NHSS Payroll system)
- Scottish Standard Expenses System (eExpenses) (NHSS Expenses system)

The post-holder has a duty of care for the following communal hardware/software:

- Genisys – Electronic archive system for payroll documentation
- Business Objects Reporting tool (main reporting tool utilising payroll data)
- CMOD (Data Retrieval System)
- Data entry is required on a regular basis to produce documents, reports and spreadsheets using the following software packages – Word / Excel / PowerPoint / Adobe Acrobat – development of various cost models using Excel.
- PECOS (electronic procurement system)
- Scotrail Online Business booking system
- Chambers Online booking system

8. ASSIGNMENT AND REVIEW OF WORK

The post-holder has discretion and freedom to act within his/her professional judgement in order to achieve the outcomes required to deliver key results. The Head of People Planning, Analytics and Reward is available for non-technical advice and guidance as necessary.

The post-holder has autonomy to manage the Payroll Services function and is expected to exercise independent judgement in identifying, assessing and resolving problems; only involving the Head of People Planning, Analytics and Reward when required.

9. DECISIONS AND JUDGEMENTS

The post holder is guided by statutory and regulatory requirements (e.g. PAYE compliance, pensions), national policy and procedure and organisational policies but is responsible for the accurate interpretation, implementation and adherence together with the provision of specialist advice to HR, Finance, Executive/senior managers, service managers.

Subject to the above the post holder has full autonomy in relation to the operation, management, leadership and performance of the services provided.

The post-holder works independently and without supervision achieving objectives without reference to his/her manager.

The post-holder will provide analysis and interpretation of non routine and often highly complex information/data and is required to decide on the way forward, possibly where no precedence exists or opinions conflict.

Post-holder regularly provides specialist advice on complex matters to individuals, managers, senior staff, Finance and HR colleagues, relating to pay, tax, pensions, new legislation, terms and conditions of service and national/local policies affecting these areas and how these should be interpreted and implemented. This specialist advice includes detailing and analysing options available and recommending appropriate action. Post-holder is required to be a technical expert in these matters and often deals with complex case work, which can for a single employee, group or organisation wide.

Post-holder must exercise a significant degree of judgment when analysing various options for implementing new processes and procedures for Payroll services ensuring that a consistent approach, which may be regional or national, is adopted where it is appropriate to do so.

Post-holder has autonomy for making judgements where no precedent exists, taking into account organisational impact.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To ensure the continued production of high quality, accurate and timeous Payroll Services function for NHSH, while striving to meet increasing changes to statutory, national and local policies, demands and expectations in a complex and specialised area, regardless of the available resource and expertise within the team.

To guide, coach and motivate Payroll Services staff to consistently provide a quality service and maintain key performance indicators recognising the need to continually meet stringent deadlines whilst implementing programme(s) of substantial change.

In response to the unpredictable nature of the role, the post-holder must respond expediently using own initiative, to a wide variety of situations, taking into account available resources and expertise, relevant policies, procedures and legislation.

11. COMMUNICATIONS AND RELATIONSHIPS

The postholder is expected to communicate with a wide range of senior clinical and non-clinical staff across NHS Highland including Board Members, Executive colleagues, Chief Officers and Operational Directors. Regular communication and discussion will be required with national Payroll colleagues.

The post-holder requires a high level of interpersonal skills as well as a range of excellent verbal and written communication skills displaying tact, diplomacy, negotiation and persuasive ability when dealing with a wide range of senior management and professional staff, both within and outside the NHS.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

Long periods spent at the VDU using keyboard or in virtual meetings.

Mental

Work pattern is unpredictable in nature requiring immediate prioritisation e.g. responding to urgent Information requests, employee or manager complaints, and immediate implementation of statutory/national legislation and policies.

There is a requirement for prolonged periods of concentration e.g. to complete reports, work on plans and complex spreadsheets etc within deadlines. These may at times require intense concentration as reports must be detailed, accurate and provided within tight deadlines. Information is regularly sought from and supplied to senior staff or national working groups e.g. Annual Accounts information, Freedom of Information responses, pay or terms and conditions scenarios, national benchmarking data. Frequent interruptions are common.

There is also a requirement to undertake complex case work which may be historic and without precedent. Examples include historic pension casework; modeling pay or terms and conditions.

Emotional

Post-holder has exposure to emotional or angry employees who are dissatisfied with pay or service received. The majority of these have been cascaded to a higher level within the organisation.

Post-holder deals with emotive, distressing and emotional issues e.g. complex salary overpayments, options in relation to sick pay, terminations of employment, ill health, redundancy or next of kin in relation to death in service.

Post-holder deals with all staff management responsibilities e.g. absence, capacity matters such as team member unable to cope with heavy workload or provide cover for absent colleagues, capability matters such as not meeting individual KPIs.

Post-holder has infrequent exposure to disciplinary or grievance hearings.

Post-holder will be required to ensure changes to working practices and job roles are implemented to achieve common processes, Best Practice and meet local and national KPIs across the Payroll Service function. This may have an emotional impact on staff and post-holder may have direct or indirect

exposure to this.

Environmental

The post-holder uses a PC/laptop for most of the day.

Open plan accommodation often makes it difficult to maintain high levels of concentration.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Degree level Payroll Management qualification with specialist knowledge and managerial experience equivalent to Master's level.

Highly specialised knowledge/professional expertise of NHS Payroll Services, which would be typically gained over a minimum of 10 years, including theoretical understanding. This experience is essential to develop the required breadth and in-depth specialist NHS Payroll Services knowledge including national procedures and policies and terms and conditions as well as HMRC and pensions legislation. This may be gained by operating at Deputy Payroll Manager or Payroll Team Leader level in the NHS or comparable environment with highly complex/high volume payrolls.

Clear understanding of national workforce systems required to deliver Payroll Services.

Excellent leadership and management qualities, planning and organisational skills and ability to communicate effectively at all levels in order to deliver and develop the provision of Payroll Services to NHS.

Proven ability to interpret and analyse a wide range of complex problems or business needs where there is no precedent or advice and recommend actions to avoid risk.

Understanding of the accounting implications and operational procedures which are required to support an effective and efficient NHS Board.

Ability to work credibly at a local, regional and national level to contribute to strategic aims of Payroll Services, ensure sustainability and resilience and sharing best practice.

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: