

Job Description & Person Specification

Job Title: Payroll and Pensions Administrator

Service: People and Culture

Reports to: Payroll and Pensions Manager

Direct Reports: None

About The Role

The role of the Payroll and Pensions Administrator is key to delivering professional and effective people and culture strategies and activities for the organisation, with support in developing a safer, inclusive, and performance-development culture, ensuring our legal obligations as an employer are met, and that we make the best of the funds entrusted to us for our vulnerable residents and participants.

The Payroll and Pensions Administrator will work to ensure our valuable resource (our staff) are paid efficiently and accurately, on time. The postholder will utilise the tools and resources available to ensure we meet the needs of all our stakeholders and comply with all legal matters. They are responsible to support the preparation and processing of monthly payroll for all employees within Social Interest Group (SIG) and our subsidiaries along with other People and Culture colleagues. They will co-ordinate effective and efficient end-to-end payroll and pensions administration, plus any relevant activity, ensuring a cost-effective and efficient service.

About the Post Holder

The postholder will be a methodical yet intuitive and detail-oriented individual who is able to take ownership for their projects and workflows and use their skills, knowledge, and materials at their disposal to provide an excellent service to their colleagues. They will be able to work in a fast-paced environment, managing conflicting demands and workload.

They will be self-motivated, able to form effective purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. The post holder will be a team player, someone who can think outside the box and bring ideas to the team, to ensure consistent improvement, and effective delivery of the service. They will be able to take direction and support from key stakeholders well, and will be comfortable in carrying out administrative duties, using various software and digital interventions.

Key Responsibilities

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- Take ownership of administrative tasks in the payroll and pensions process, be the point of contact for enquiries in this area, and proactively resolve, signpost, or seek support on any issues or challenges which may arise.
- Support the administrative process of payroll and pensions, including with the database/system, ensure that any problems are identified with the relevant departments for effective resolution.
- Support timely delivery of accurate payroll services to all employees within the organisation and our subsidiaries. Support the full outcome of staff being paid on the right date and receiving the correct payments.
- Act as the first point of contact to employees for the Payroll and Pensions team, managing the generic inbox, sign posting, and writing communications to advise and confirm of pay related matters.
- Work with relevant colleagues to ensure any administrative tasks relevant to pay related adjustments are carried out correctly.
- Ensure the process for all adaptations are carried out in a timely manner, including any deductions and additions to pay as necessary and in accuracy to the approved forms and data. This will include but is not limited to: Sickness, Loans, Payroll, Overtime, Overpayments, Pay Recovery, Holiday pay, and other ad hoc payments.

STANDARDS AND COMPLIANCE

- Support relevant colleagues to ensure the correct payments, reports, and returns are made to HMRC, pension providers, and other statutory bodies, including end of year administration.
- Ensure internal policies and processes are followed across all workflows, seeking support where challenges arise from colleagues.
- Work in collaboration with functions within the organisation to ensure consistency of information and process.
- Support relevant colleagues in ensuring that all staff have access to accessible resources and information regarding payroll, pensions, and other related matters.
- Work to empower managers with the right knowledge, resources, and access to information and guidance to take ownership as required. This will include but not limited to; ensure managers are aware of any cut off dates, changes to payroll periods, how to submit alterations, and any other requirements at management level.
- Ensure all data and reporting is updated in a timely manner across the relevant databases on a regular basis and fit the needs of the business. Create management reports, and other documents as required by the organisation, coherent to the role function.

ADDITIONAL RESPONSIBILITIES

- Support with, and at times manage various projects. Make a positive contribution to the continuous improvement in the team, share new ideas, and take ownership of the role.

- Work collaboratively with the wider P&C team and support with various other activities and developments.
- Make regular visits to our services and represent the wider people and culture team in the service.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvements in line with best practice.
- Keep up to date with relevant market trends, data, news, and updates including changes in legislation. Share findings and support to embed this into the organisation as necessary.
- Support with the progression and communication of policies and procedures.
- Support with a wide range of administration ensuring compliance and confidentiality using electronic and manual processes.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Experience in a similar role, taking on similar responsibilities in payroll capacity	Essential
Experience in providing a high level of quality administration and customer support (internal or external customers)	Essential
Experience of providing a high level of numerical administration and communications, commensurate to the level of the role	Essential
Experience in a similar size organisation with a complex payroll delivered in house	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, competent knowledge in Microsoft, including Word, Excel, and Outlook	Essential
Working knowledge and understanding of payroll, pensions and other relevant laws and external policies commensurate to the level of the role,	Essential
Excellent communication skills both written and oral including relationship building	Essential
Able to influence and negotiate positive outcomes with others	Essential
Proactive nature, with the ability to make logical decisions and resolve challenges using initiative	Essential
Attention to detail and quality, with organisation skills	Essential
Ability and willingness to attend regular visits to our different service locations	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Awareness and understanding of the impact of stigma and marginalisation on people who have multiple complex needs	Essential
Ability to make commercially and value-driven balanced decisions, including the use of data to make decisions and reports	Desirable
Knowledge of the health and social care sector or similar environment	Desirable
Personal Characteristics	
Ability to lead by example and share the values in which we uphold at SIG	Essential
Passion and alignment of interest for what SIG does as a charity for our people and communities	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, an understanding and genuine care for what we aim to achieve at Social Interest Group	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable