

# ROLE PROFILE

Role Profile			
<b>Job Title</b>	Payroll and Pensions Apprentice – Level 3		
<b>Section</b>	Payroll and Pensions	<b>Department</b>	Payroll Services
<b>Reports to (Job Title)</b>	Payroll Team Leader		
<b>Suitable for Job Share (Y/N)</b>	N	<b>If no, state reason</b>	Requirement to provide a consistent service to customers owned by the post holder.
<b>Location</b>	Hybrid	<b>Shift Pattern</b>	Office hours as per company terms and conditions

<b>Job Purpose</b>	To provide transactional and administrative payroll and pension processes and support in the effective delivery of a customer focussed, efficient and compliant payroll and pensions operations service, meeting the expectations and needs of both internal and external customers reflecting current best practice and compliance needs.
<b>Key Competencies and Outputs</b>	<p>Delivers transactional and administrative functions using IT solutions to ensure that payments are made to employees of Delt and our customer achieve a high accuracy level within service level agreements, statutory guidelines, and company terms and conditions</p> <p>Undertakes transactional administration duties ensuring correct application, accuracy and timescales are met for internal and external customers including new starter and leaver administration, variations to pay, absences, deductions from pay, statutory deductions and payments.</p> <p>Assists with validation/reconciliation processes and end of day/week/month/year and start of year routines.</p> <p>Deals with the adjustments to pay and pensions relating to under or overpayments/deductions liaising with individuals, managers and colleagues to ensure appropriate corrective action is taken.</p> <p>Manages with professionalism customer queries, requests for information and issues from team members, employees, managers, customers or third-party organisations.</p> <p>Adds value to customers by spotting issues ahead of time and helping customers to address them.</p> <p>Supports colleagues with other specialisms within the team to ensure a smooth and seamless delivery of service.</p> <p>Maintains the professional standards of customer focused service delivery under direction of the Team Leader, which include maintaining confidentiality of information and ensuring compliance with regulations relating to the access, security and processing of personal data.</p>

	<p>Works to agreed Service Level Agreements and meet or exceed Key Performance Indicators.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Competent ICT skills with a knowledge of utilising IT enabled HR and Payroll systems and processes.</p> <p>Good planning, co-ordination and organisational skills to manage own work programme effectively against challenging deadlines.</p> <p>Good numeracy and literacy skills with the ability to undertake manual calculations and produce quality written correspondence.</p> <p>Strong communication skills and the ability to inspire confidence in customers from the advice given and commitment to task.</p> <p>Ability to manage and organise workload and be comfortable in a team environment or working alone.</p> <p>The post holder must be responsible, responsive and self-motivated.</p> <p>The flexibility and willingness to work outside of core hours where necessary to deliver against the requirements of the role.</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, customer confidentiality and appropriate information governance.</p> <p>All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties regarding the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>