

Role Profile	
<b>Job Title</b>	Interim Payroll Technical Leader (12-month FTC)
<b>Department</b>	Payroll Services
<b>Reports to</b>	Head of Payroll Services

<b>Job Purpose</b>	<p>During the strategic implementation of our Human Capital Management (HCM) solution, provides temporary leadership and technical expertise support to the Head of Payroll Services and the Payroll Services Team.</p> <p>Delivers the effective provision of a complex payroll compliance and pension administration service supporting a range of customers including NHS, Teachers and Local Government and third sector organisations, paying circa 7,500 as part of our Payroll Bureau.</p>
<b>Key Competencies and Outputs</b>	<p>Covers as required for the Head of Payroll Services who will be committed to the implementation project and be responsible for statutory/contractual compliance (calculation and returns), HR (Human Resources) and Payroll data analyse/reporting for internal and external clients (including service performance reporting).</p> <p>Supports the day-to-day delivery of a customer focussed, efficient and compliant payroll service, meeting the expectations, needs of and service level agreements with both internal and external customers.</p> <p>Provides leadership support to a team of staff to deliver services for internal and external customers, ensuring that payments, pension benefits and returns are made accurately, on time and in accordance with conditions of service, regulations, legislation, policies, and procedures governing any payments made.</p> <p>Keeps abreast on pay and pension related legislation, regulations, and trends to enable continuing compliance and best practice is applied in day-to-day service provision.</p> <p>Undertakes a range of task including regular cyclical reporting - Annual Returns and payments, Adhoc project work – applying Pay Awards, implementing statutory changes, customer process changes implementation including Term's and Condition's changes.</p> <p>Ensures that systems and processes always remain compliant, advising internal and external customers accordingly.</p> <p>Provides professional advice and guidance to internal and external customers on complex payroll and pensions related technical enquiries and legislative issues to colleagues and customers.</p> <p>Supports the development of policies and guidance with payroll and pensions related aspects by working alongside colleagues and stakeholders.</p> <p>Provides support and leadership to the team, including activities including staff admin functions, individual performance reviews/check-ins, resource allocation and point of escalation for issues.</p>

	<p>Leads and drives a culture of customer services excellence by building and maintaining successful, collaborative relationships.</p> <p>Drives efficiencies with key payroll processes and provide training to team members to ensure knowledge and understanding is maintained.</p> <p>Identifies and specifies HR system payroll configuration issues or improvements. Reflecting enhancements to HR system functionality delivered by system provider, in transactional and other processes, as required.</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>Professional qualification to graduate or equivalent level demonstrating competence relevant field e.g. Diploma in Payroll or Pensions Management or compensatory experience operating at a relevant senior level.</p> <p>An excellent working knowledge of statutory pay related legislation, pension scheme regulations and employee terms &amp; conditions. Record of accomplishment in continuing professional development to ensure personal knowledge and skills alongside that supporting customer compliance.</p> <p>Knowledge of managing technology enabled high volume transactional processes, reconciliations, and returns.</p> <p>High level of IT literacy with advanced levels of Excel</p> <p>Confident use of IT systems and associated reporting tools to efficiently extract, analyse and work with complex data.</p> <p>Experienced and skilled in managing transparent customer relationships including service level reporting, issue/problem management and customer engagement.</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>