

## Senior Payroll Officer Band 4 – BSO

A waiting list will be compiled for all permanent and temporary posts that may arise in next 12 months



**BE PROUD.  
BE PART OF IT.**

### JOB DESCRIPTION

<b>JOB TITLE</b>	Senior Payroll Officer
<b>BAND</b>	Band 4 (£25,147 - £27,596 per annum)
<b>DIRECTORATE</b>	Payroll Shared Services, Finance Directorate
<b>INITIAL LOCATION</b>	Great Victoria Street Belfast
<b>REPORTS TO</b>	Payroll Team Manager
<b>ACCOUNTABLE TO</b>	Payroll Service Delivery Manager
<b>FLEXIBLE WORKING PROVISIONS AVAILABLE</b>	Full-time working, Flexi-time, Hybrid-Homeworking

**We only accept online applications**

### **JOB SUMMARY**

The Payroll Service Centre (PSC) provides a range of payroll, pension and travel functions across the Health and Social Care organisations on behalf of the Business Services Organisation (BSO).

The postholder will supervise and participate in the provision of the full range of Payrolling activities for the HSC ensuring a responsive and high-quality services at all times. This will include operation and inputting to the HR, Payroll and Travel system to ensure that management information is accurate and using this information to ensure that all activity is progressing in a timely manner, identifying any delays or blockages and taking remedial action to resolve issues arising. In addition, the postholder will be expected to ensure clarity of communications with managers and employees, particularly on issues of concern arising from Payroll queries.

The postholder will deliver payroll activities in line with all legislative and statutory requirements ensuring strong governance mechanisms are in place.

The postholder will ensure all payroll processes are accurate, timely, and meet data integrity and audit requirements.

The postholder will be required to provide training and support to Payroll Officers across the centre and specifically those under their supervision. The postholder will be required to contribute to a process of continuous improvement, including a number of initiatives aimed at improving general payroll processes across the HSC.

The postholder shall ensure a high standard of customer service is delivered by monitoring team performance in relation to customer queries.

## **KEY DUTIES / RESPONSIBILITIES**

### **OPERATIONAL DELIVERY**

- Ensure that customer queries are managed and resolved in a timely manner. Providing assistance to team as required.
- Support the investigation of complaints received by PSC.
- Provide supporting information and assist with meetings/Court Hearing, if applicable.
- Support preparing returns and reports as required by legislation and policy, for example Freedom of Information, Assembly Questions and year end reporting.
- Assist in the development and implementation of relevant systems within the service area. Complete user acceptance testing as required.
- Contribute to recruitment and selection of staff as necessary.
- Support the implementation of audit recommendations.
- To take responsibility for his/her own performance and take action to address identified personal development areas.

- Actively contribute to the monitoring and reviewing of staffing levels within their specific area to ensure adequate provision of service.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility for results.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the BSO.

### **INFORMATION MANAGEMENT**

- Be responsible for ensuring that all processing activity is carried out, following up on any discrepancies and liaising with the relevant payroll teams as appropriate.
- Create, analyse and monitor information/statistics to ensure pay accuracy and effective team management.
- Act as first point of contact for managers in respect of Payroll and Travel queries in respect of payroll information and where applicable liaise with third parties to resolve issues.
- Act to ensure prompt Overpayment Recovery, ensuring actions are in line with the Overpayment Policy and internal controls.
- To promote the corporate values and culture of the organisation through the implementation of relevant policies and procedures, and appropriate personal behaviour.

### **QUALITY**

- Ensure adequate resources are in place to meet processing deadlines and realign workloads within the team or seek assistance from other teams if required.
- Provide training, advice and guidance to Payroll Officers within PSC.

- Contribute to payroll projects (as appropriate) in co-ordination with other Payroll teams within PSC.
- Contribute to the compilation of relevant Standard Operating Procedures (SOPs).
- Continually seek to improve the service delivered within your service area by identifying areas of improvement, supporting employee induction, committing to attend personal development training, demonstrating a team work ethic and championing change.
- Mitigate financial risk by maintaining fit for purpose control environments.

### **KEY WORKING RELATIONSHIPS**

- Engage with internal and external teams in line with PSC Mission Statement and Values.
- Establish, maintain and develop close working relationships with staff at all levels throughout the HSC.
- Participate in working groups within and outside PSC, as required.
- To manage the performance of staff under their control to ensure achievement of SLA targets whilst maintaining staff morale.

### **HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES**

The Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

- Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
- Ensure access to skills and personal development through appropriate training and support.
- Promote a culture of openness and honesty to enable shared learning.

- Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
- Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins the Organisation's values.

### **RAISING CONCERNS – RESPONSIBILITIES**

- The post holder will promote and support effective team working, fostering a culture of openness and transparency.
- The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.

### **GENERAL REQUIREMENTS**

The post holder will be required to:

- Assist BSO in fulfilling its statutory duties under Section 75 of the Northern Ireland Act 1998 to promote equality of opportunity and good relations and under the Disability Discrimination (Northern Ireland) Order 2006. Staff are also required to support BSO in complying with its obligations under Human Rights Legislation.
- Ensure the Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
- Co-operate fully with the implementation of The Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
- Adhere at all times to all Trust policies/codes of conduct, including for example:
  - Smoke Free policy
  - IT Security Policy and Code of Conduct
  - standards of attendance, appearance and behaviour
- Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.

- Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.
- Take responsibility to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel.
- All employees of the Organisation are legally responsible for all records held, created or used as part of their business within the BSO including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the BSO policy and procedures on records management and to seek advice if in doubt.
- Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
- Represent the Organisation's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within The Organisation's area, as needs of the service demand.

*March 2023*

## PERSONNEL SPECIFICATION

<b>JOB TITLE AND BAND</b>	Senior Payroll Officer Band 4
<b>DEPARTMENT / DIRECTORATE</b>	Payroll Shared Services, Finance Directorate
<b>SALARY</b>	£25,147 - £27,596 per annum
<b>HOURS</b>	37.5 Hrs per week

### Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note The Organisation reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

### ESSENTIAL CRITERIA

**SECTION 1:** The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
<b>Qualifications/ Registration &amp; Experience</b>	<p>1a. GCSE Mathematics and English (Grade A-C) or equivalent qualification to demonstrate literacy and numeracy <b>OR</b> Higher Qualification</p> <p><b>AND</b></p> <p>2 x A Levels or equivalent <b>OR</b> Higher Qualification</p> <p><b>AND</b></p> <p>1b. 18 Months admin/clerical experience or equivalent within a Human Resources / Payroll / Finance or Customer Service</p>	Shortlisting by Application Form

	environment  <b>OR</b> 2.3 years' experience in a clerical/administrative role within Payroll / Human Resources / Finance or Customer Service Environment.	
<b>Experience / Knowledge</b>	3.12 months experience in the use of Microsoft Office products including as a minimum, MS Word and MS Excel.	Shortlisting by Application Form

**SECTION 2:** The following are **ESSENTIAL** criteria which will be measured during the interview/ selection stage:

<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to use own initiative and work independently and as part of a team to ensure that performance targets and objectives are met.</li> <li>• Ability to work with a diverse range of stakeholders, both internal and external to the organisation, to deliver good customer service.</li> <li>• Ability to identify problems and recommend appropriate solutions.</li> <li>• Ability to plan and organise own and others workload, delegating effectively to meet deadlines.</li> <li>• Ability to interrogate, manipulate and interpret data.</li> </ul>	Interview / Test
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**DESIRABLE CRITERIA**

**SECTION 3:** these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted





<b>Factor</b>	<b>Criteria</b>	<b>Method of Assessment</b>
<b>Experience</b>	1. Experience in the use of a computerised Payroll system	Shortlisting by Application Form
<b>Knowledge</b>	2. An understanding of payroll legislation and procedures.	Shortlisting by Application Form

*As part of the Recruitment & Selection process it may be necessary for The Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.*

## **THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER**

### **Successful applicants:**

- *may be required to attend for a Health Assessment*
- *can expect to be placed at the minimum point of the pay scale, although a higher starting salary, within the range of the pay band may be available if the person appointed has experience relevant & equivalent to the post. If the successful candidate is an existing HSC employee moving to a higher band, AfC Pay on Promotion will apply.*
- *are able to request Flexible Working from the 1<sup>st</sup> day of their employment. A number of flexible working provisions are offered by all HSC Organisations including Full-time working, Fixed working patterns, Part-time working, Flexi-time, Compressed/elongated hours, Average hours working patterns, Term-time working, Job-share or Homeworking for some or all of the working pattern, depending on the role being undertaken. Successful applicants are encouraged to discuss with their manager what Flexible Working provisions may be available in the role they are taking up, prior to commencing employment, to help them achieve a positive Work/Life Balance.*

HSC Value	What does this mean?	What does this look like in practice? - Behaviours
 <p><b>Working Together</b></p>	<p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none"> <li>• I work with others and value everyone’s contribution</li> <li>• I treat people with respect and dignity</li> <li>• I work as part of a team looking for opportunities to support and help people in both my own and other teams</li> <li>• I actively engage people on issues that affect them</li> <li>• I look for feedback and examples of good practice, aiming to improve where possible</li> </ul>
 <p><b>Compassion</b></p>	<p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none"> <li>• I am sensitive to the different needs and feelings of others and treat people with kindness</li> <li>• I learn from others by listening carefully to them</li> <li>• I look after my own health and well-being so that I can care for and support others</li> </ul>
 <p><b>Excellence</b></p>	<p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.</p>	<ul style="list-style-type: none"> <li>• I put the people I care for and support at the centre of all I do to make a difference</li> <li>• I take responsibility for my decisions and actions</li> <li>• I commit to best practice and sharing learning, while continually learning and developing</li> <li>• I try to improve by asking ‘could we do this better?’</li> </ul>
 <p><b>Openness &amp; Honesty</b></p>	<p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none"> <li>• I am open and honest in order to develop trusting relationships</li> <li>• I ask someone for help when needed</li> <li>• I speak up if I have concerns</li> <li>• I challenge inappropriate or unacceptable behaviour and practice</li> </ul>

All staff are expected to display the HSC Values at all times

