

Deputy Payroll Service Delivery Manager Band 6 – 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.**

	<u>JOB DESCRIPTION</u>
JOB TITLE	Deputy Payroll Service Delivery Manager
BAND	Band 6 £35,392 -£42,618 per annum
DIRECTORATE	Payroll Shared Services, Finance Directorate
INITIAL LOCATION	Great Victoria Street, Belfast
REPORTS TO	Payroll Service Delivery Manager
ACCOUNTABLE TO	Deputy Head of Payroll
FLEXIBLE WORKING PROVISIONS AVAILABLE	Full-time working, Flexi-time, Hybrid- Homeworking

We only accept online applications

JOB SUMMARY

The Payroll Services 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.

The post holder will assist the Payroll Services Delivery Manager (SDM) in all aspects of the payroll function within the PSC in line with Service Level Agreement (SLA) requirements. They will deputise for the Payroll SDM where necessary to lead and manage payroll teams in the provision of a professional, efficient and high-quality service within defined processing timescales and targets.

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 Team Leaders and payroll staff across the centre and specifically those under their management. 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 query KPIs, and taking corrective action where required.

KEY DUTIES / RESPONSIBILITIES

OPERATIONAL DELIVERY

- Act as a Senior point of contact within PSC for HSCNI colleagues, ensuring appropriate delegation of issues to Payroll Team Leaders and Payroll Officers.
- Lead team in the analysis, investigation and resolution of complaints responding in a timely manner ensuring that lessons learned are formally documented and used to inform process review as well as staff training and development.
- Represent PSC at meetings/Court Hearings, providing specialised knowledge around Payroll.
- Assist with preparing returns and reports as required by legislation and policy, for example Freedom of Information, Assembly Questions and year end reporting.
- Support the SDM in the development and implementation of relevant systems changes within PSC. Completing user acceptance testing as required
- Contribute to recruitment and selection of staff as necessary.
- Ensure that all audit recommendations are successfully managed and that all risks are identified and mitigated appropriately
- To take responsibility for his/her own performance and take action to address identified personal development areas.
- Monitor and review staffing levels 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 and accountability for results.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the BSO.

INFORMATION MANAGEMENT

- Manage the delivery of Payroll Services to the HSC measuring performance through agreed Key Performance Indicators (KPI), maximising efficiency and overall effectiveness of Services
- Create, analyse and monitor complex reporting information to support the SDM in delivering service in line with KPIs.
- Provide professional and sound advice to HSC managers on a range of operational and strategic issues relating to specific payroll exercises, ensuring that managers are clear on their responsibilities and are operating within the agreed policy and procedures.
- Lead and manage the prompt Overpayment Recovery in line with 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.
- Support the SDM in implementing and managing PSC strategies, as well as in the development of communication and reporting interventions.

QUALITY

- Assist the Payroll SDM in the operational day to day management of all directly managed business processes and the delivery of an accurate and efficient payroll service.
- Provide training, advice and guidance to Payroll Managers within PSC.
- Support and contribute the SDM on regional and payroll projects to improve performance on Payroll Services. Assist the Payroll SDM in the development of strategies, policies, initiatives and reporting to sustain the continuous improvement of all services provided by PSC.
- Contribute to the compilation of and review relevant Standard Operating Procedures (SOPs).
- Support the SDM on the development and implementation of business area improvements, training in new ways of working and training of new team leaders.
- Support the SDM on the development and implementation of robust Governance procedures for all aspects of PSC ensuring compliance with all legislative requirements as well as best practice and strong financial controls.
- Ensure optimum staff performance and create development plans for areas of improvement, and provide recognition for exceptional performance.

KEY WORKING RELATIONSHIPS

- Engage with internal and external teams in line with PSC Mission Statement and Values.
- Develop and maintain excellent working relationships with a wide and diverse range of staff and stakeholders.
- Participate in working groups within and outside PSC, as required.
- Lead PSC meetings, ensuring the appropriate dissemination of information across all service areas.
- Participate in local and regional groups as necessary, providing specialist knowledge 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.

 **Business Services Organisation**
PERSONNEL SPECIFICATION

JOB TITLE AND BAND Deputy Payroll Manager (Band 6)

DEPARTMENT / DIRECTORATE Payroll Shared Services, Finance Directorate

SALARY Band 6 (£35,392 -£42,618 per annum)

HOURS 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		
<p>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.</p>		
Factor	Criteria	Method of Assessment
Qualifications/ Experience	<p>1a. Degree in Finance or Business-related area or equivalent / higher qualification and 2 years' experience which clearly demonstrates delivery of a high-volume deadline driven Payroll/Finance service and also demonstrates at least two years staff leadership in a Payroll/Finance area</p> <p style="text-align: center;"><u>OR</u></p> <p>1b. 5 years' experience in delivery of high-volume deadline driven Payroll/Finance service and also demonstrates at least two years staff leadership in a Payroll/Finance area</p>	Shortlisting by Application Form

	<p style="text-align: center;"><u>AND</u></p> <ol style="list-style-type: none"> 2. At least 1 Years' experience in the use of Microsoft Office products including as a minimum, MS Word and MS Excel. 3. 2 years' experience in delivery of a complex computerised payroll in a target driven environment to include knowledge of HMRC regulations and employment legislation as it relates to the execution of an accurate and efficient payroll. 4. Have worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes 	
<p>SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:</p>		
<p>Skills / Abilities</p>	<ul style="list-style-type: none"> • Experience of /leading a team to deliver results within a target driven environment, planning workloads, defining objectives, achieving deadlines and implementing action plans etc. • Worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes. • Have effectively identified solutions to problems, agreed approach and implemented it effectively. • Strong planning and organisational skills with an ability to prioritise workload to enable team to meet deadlines and respond to changing demands. • Proven ability to manipulate and analyse complex/sensitive system data and communicate subsequent evaluation. • Evidence of supporting changes to processes and system to ensure compliance with statutory and legal requirements of payroll 	<p>Interview / Test</p>
<p>Knowledge</p>	<ul style="list-style-type: none"> • Have an excellent understanding & knowledge of Payroll/Finance, including HMRC regulations and employment legislation as it relates to the execution of an accurate and efficient payroll. 	<p>Interview / Test</p>

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

Factor	Criteria	Method of Assessment
Experience	1.Experience in the use of a computerised Payroll system	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.





We adhere to the AccessNI Code of Practice, available on request.

We have a Policy on Recruitment of Ex-Offenders. This is available on request.

THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER. PLEASE CLICK ON LINK FOR FURTHER INFORMATION - [Equal Opportunities Employer - HSCNI Jobs](#)

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 1st 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 Hybrid Working 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>Working Together</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"> • I work with others and value everyone’s contribution • I treat people with respect and dignity • I work as part of a team looking for opportunities to support and help people in both my own and other teams • I actively engage people on issues that affect them • I look for feedback and examples of good practice, aiming to improve where possible
 <p>Compassion</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"> • I am sensitive to the different needs and feelings of others and treat people with kindness • I learn from others by listening carefully to them • I look after my own health and well-being so that I can care for and support others
 <p>Excellence</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"> • I put the people I care for and support at the centre of all I do to make a difference • I take responsibility for my decisions and actions • I commit to best practice and sharing learning, while continually learning and developing • I try to improve by asking ‘could we do this better?’
 <p>Openness & Honesty</p>	<p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none"> • I am open and honest in order to develop trusting relationships • I ask someone for help when needed • I speak up if I have concerns • I challenge inappropriate or unacceptable behaviour and practice

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

