

HEAD OF PAY SERVICES

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Lead the Payroll, Pensions and Expenses service for three NHS Trusts, supporting more than 13,000 employees.
- Make sure staff are paid correctly and on time, and that expenses and pension services are managed accurately and efficiently.
- Provide expert advice to senior managers on payroll, pensions, pay rules and NHS terms and conditions.
- Manage and support the Pay Services team, helping staff develop their skills and deliver a high-quality service.
- Ensure all payroll and pension processes follow HMRC, NHS, legal and data protection requirements.
- Work with teams across the three Trusts to improve services, solve problems and deliver excellent customer support.

Job Description

Job title:	Head of Pay Services
Grade:	8A (subject to A4C)
Site:	Shrewsbury Business Park
Accountable to:	Financial Controller
DBS required:	No

Job Purpose

- To professionally lead the Shropshire Pay Services Department consisting of Payroll, Pensions and Expenses. This is a 'Shared Service' provided via a Service Level Agreement across the three NHS Trusts in Shropshire, with combined staffing levels in excess of 13,000 employees.
- To be responsible for the management of the Pay Services Department ensuring the provision of a cost effective, efficient and responsive service focused on achieving a high level of customer satisfaction through a competent, committed team.
- The post holder is the lead specialist for all payroll matters and provides technical advice on all matters relating to payroll, pensions and expenses including the interpretation of national and local policies, to the Financial

Controller, the Deputy Director of Finance, Chief Finance Officer, Workforce Director and other Trust Executives and Senior Managers as appropriate.

Main Duties and Responsibilities

- Maintain a full understanding of NHS pay terms and conditions, Agenda for Change and Medical contracts. Ensure all terms and conditions are properly implemented within ESR and supported with appropriate controls and processes. Advise the Deputy Director of Finance regarding the implications of changes to national terms and conditions.
- To be responsible for ensuring the National Electronic Staff Record (ESR) system is operated, maintained and developed in accordance with national and local requirements. Responsible for raising issues and service requests with the national provider as required.
- To be responsible for the accurate and prompt payment of employee expenses via the e Expenses system and raise issues and service requests with the national provider as required.
- To maintain a full understanding of the pension rules and regulations relevant to the NHS. Advise on the implications of the NHS pension schemes and national issues to inform the decision making across the 3 Trusts. To have a full knowledge of the statutory Pension Auto Enrolment regulations and Trust obligations under the scheme, including the operation of the Trust NEST Scheme.
- As a member of the Senior Finance Management Team contribute to the wider Finance agenda, advising the Deputy Director of Finance on the formulation of Finance strategy and operational policy, which will impact upon payroll to inform decision making and effective implementation. To lead the preparation, resourcing and delivery of the annual operational plans for the Shared Service to ensure that strategic objectives across the 3 Trusts are clarified and met.
- To be responsible for the interpretation and implementation of relevant national policies and those of the 3 Trusts within the Shared Service to ensure these translate into practice. Interpreting and implementing changes to pay and conditions of service, resulting from national and local amendments, and providing advice to the Shared Service regarding such changes.
- To provide complex payroll related data as requested and be able to present highly complex / sensitive or contentious information to Executive Directors and Senior Managers within the 3 Trusts that form the Shared Service. This will include presenting information to the 3 Trust's committees / meetings.
- Ensure effective working relationships are maintained with other departments across the 3 Trusts such as Procurement, Medical Staffing, HR and Finance to properly control and process payments to employees.
- To review / redesign services and processes where appropriate to allow for more efficient ways of working to deliver high-quality payroll services.

- To work with internal and external auditors and participate in HMRC compliance inspections in the preparation of their reports and the successful implementation of their recommendations.
- To provide credible leadership and professional management to the Pay Services Team including recruitment, induction, appraisals, training and effective sharing of knowledge and skills to enhance their performance and personal development.
- To ensure timely and appropriate decisions are made to deliver quality customer care within the resources available.
- To be fully accountable for ensuring financial transactions are processed strictly in accordance and compliance with all HMRC statutory regulations, national terms and conditions of service, NHS Pension Agency and the Pension Regulator regulations, government legislation, ESR, Data Protection / GDPR, Freedom of Information requests and local policies and procedures. Ensure that complete and accurate, Income Tax, National Insurance, Statutory Sick Pay and Statutory Maternity Pay records are maintained in accordance with statutory legislation and requirements. This includes reporting Real Time Information for HMRC.
- To have lead responsibility within the Pay Services Department for the authorisation of pay advances to support staff and ensure effective administration of deductions from salary. To advise on and administer salary sacrifice schemes in line with HMRC regulations and reporting.
- To be accountable for the prompt and accurate processing and reconciliation of control accounts for all statutory deductions, including Income Tax, National Insurance Contributions, Court Orders and all voluntary deductions.
- Responsible for the prompt and accurate submission of all statutory payroll related returns.
- Providing complex technical returns, for inclusion in the annual final accounts, for all Trusts within the Shared Service. To manage the Pensions Department ensuring that the scheme is administered in accordance with the NHS Pensions Agency policies and procedures and the team provides accurate and timely information to employees in support of pension and retirement enquiries. This includes the effective use of the NHS Pensions On-Line Service.
- To maintain the level of specialist knowledge required to deliver the role of the Pensions Manager in their absence, giving impartial NHS Pension Scheme advice and guidance to staff and managers.
- To develop and maintain standard operating procedures in respect of the whole of the Payroll Services function and ensuring that operating systems are kept under constant review.
- Ensure that adequate controls exist, to eliminate fraudulent and unauthorised payments and implement the necessary actions, agreed following Internal Audit reviews. Ensure effective exception reporting is in place to prevent processing errors and ensure the reporting and recovery of over-payments.
- To exercise effective budgetary control for the service within agreed limits, and with a commitment to maximising cost effectiveness.

- To establish and maintain, close and effective working relationships, between the Pay Services Team and the 3 Trusts within the Shared Service, particularly their Finance and ESR Departments, to promote a greater understanding of each other's functions, and to improve the flow of information between the payroll system and the general ledger.
- To ensure that all payroll related services are delivered in accordance with the specifications included within the Shared Service client, Service Level Agreement, and monitoring and reporting on the performance of the Payroll Service, against the specifications and performance indicators included in that agreement.
- To participate in the Regional and National Payroll User Groups to strategically review services and identify and implement opportunities for continuous service improvement to support the efficiency and effectiveness of the Shared Service.
- To provide performance management information for regional and national benchmarking programmes.
- To deliver presentations at the Trust's Induction Programme for all new employees together with other lecturing and training presentations as required.
- Abiding by the health and safety practices and codes authorised by the Trust.

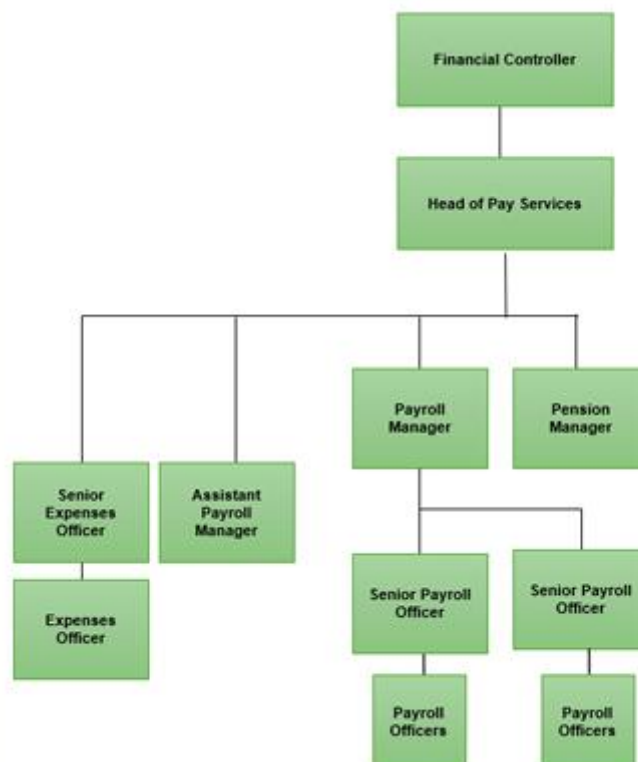
Decisions, Judgement and Freedom to Act

- Work with a high degree of autonomy and use highly developed specialist knowledge, to interpret, apply, and advise staff, managers, and policy making groups on the complex issues of staff pay, pensions and terms and conditions of service.
- Acting as the lead expert across 3 Trusts, the work will require considerable initiative with only broad management direction and may have little, if any, precedent.
- There will be a need, for the ability to deal with complex factors, not readily evaluated, and for complex analysis and investigations, within only very broad policy guidelines.
- Uses expert knowledge to interpret relevant national legislation, policies and procedures for the 3 Trusts.
- Analyses and advises on complex and sensitive issues connected with pay and pensions.
- Responsible for introducing and improving financial and computer systems for the use of others.
- Responsible for developing policy and procedures which will impact across the 3 Trusts
- Leads in setting of service objectives.
- Controls and develops the budget for Payroll Services

Communication and Relationships

- Responsible for receiving and conveying, complex payroll information, which, at times, may be sensitive, or contentious.
- Provides advice and guidance, on complex financial issues, regarding pay and pensions.
- Excellent communication skills both verbally and in writing with a wide range of service users and stakeholders including:
 - Payroll Team
 - Shared Service Users across 3 Trusts
 - Workforce, Finance, ESR, Executive Directors and Senior Managers
 - External organisations e.g. HMRC, Auditors o Departmental managers across the 3 Trusts
- Excellent interpersonal skills are essential, both to manage a complex department and to relay technical and detailed information, often of a delicate or sensitive nature.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Masters level qualification in Payroll Management or proven relevant experience. Full member of Chartered Institute of Payroll Professionals. • CIPP Qualified with significant post qualification experience	
Experience and knowledge	• Detailed knowledge of legislative regulations in relation to pay including tax, NI, sickness, maternity, salary sacrifice and liability orders. • Expert knowledge of the operational aspects of running a payroll service, underpinned by practical experience • Proven relevant payroll experience at management level within the NHS or a large organisation in the delivery of a customer-focused service. • Practical experience of leading and managing a large	• NHS or healthcare experience. • Expert-level knowledge of Agenda for Change, NHS terms and conditions of service, including pay, allowances and deductions.

	team with proven leadership management ability, organisational and motivational skills involving change. • Experience of devising and using key performance indicators to monitor the performance of the service.	
Skills	• Highly numerate with the ability to analyse highly complex information and undertake challenging calculations. • Ability to proactively problem solve. • Excellent verbal and written communication skills. • Ability to prioritise own workload and that of others. • Excellent PC skills and extensive experience of Microsoft Office products, including Microsoft Excel.	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information

and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

