

PAYROLL OFFICER

Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role involves preparing and checking monthly staff payments to make sure they are correct and on time.
- You will follow NHS rules and government laws about pay, pensions, and taxes.
- You will fix any pay mistakes and help keep staff records up to date.
- You will speak with staff and managers to answer questions and explain pay details.
- You will use computer systems to enter and check pay information quickly and accurately.
- You will help improve how payroll tasks are done and make sure all work follows Trust policies.

Job Description

Job title:	Payroll Officer
Grade:	3
Site:	Shrewsbury Business Park
Accountable to:	Payroll Manager
DBS required:	No

Job purpose

- Responsible for accurately preparing within given deadlines, and for thoroughly checking, an allocated section of work covering monthly payrolls, ensuring compliance with all related Trust policies and procedures, National Terms and Conditions of service, Pension Scheme regulations, and Government Legislation.
- Responsible, for all administration and maintenance work, for that allocation, including the correction of under and over payments, and the necessary manual calculations to restore the records.

Scope and Range

- Responsible for paying staff working for a specific area / directorate / organisation (referred to as an allocation) within the Shared Payroll Service.
- Acts on own initiative, although supervision is readily available if advice is required.

- Significant VDU use, including rapid, accurate data entry, hence well developed keyboard skills are essential.
- Deals with managers, staff, and outside organisations.

Main duties and responsibilities

- Proficient in the use of the payroll computer input systems ESR.
- Through continuous training and occasional, direct supervision, becoming fully conversant with the complex technicalities of the following areas and their general application to staff pay.
 - o local policy and procedures (including audit procedures)
 - o Terms and Conditions of service relating to staff on the relevant payroll allocation.
 - o NHS Pension Scheme regulations
 - o Relevant Government Legislation, concerning Income Tax, National Insurance, Statutory Sick Pay, Statutory Maternity Pay and Data protection
- Accurately, planning, preparing and producing allocated monthly payrolls in accordance with the above requirements within given deadlines.
- Developing a good working knowledge of a specific payroll allocation to help to avoid under or overpayments, likely to result from late submission of data by manager e.g. by chasing change forms.
- Where necessary, contacting managers and staff to query unclear or insufficient payroll data submitted, educating managers in payroll procedures as part of the process, and enhancing customer relations.
- Ensuring full compliance with internal Payroll Procedures, e.g. ensuring that all input documentation received is authorised, then prepared and certified by the Payroll Officer within the designated timetables to ensure prompt payment to individuals. The Payroll Officer, is one of the two authorised signatories, required by audit procedures, for the payment of a salary advance.
- Thoroughly checking assigned payroll output, in line with the internal Payroll Procedures. • Dealing with payroll associated forms, correspondence, and documentation, specifically dealing with DWP and Inland Revenue enquiries and returns, and requests for personal employee information, ensuring compliance with the Data Protection Act where applicable.
- Responding to general pay queries raised by employees, Managers, HR and other departments, in a timely, effective, and professional manner. This includes, investigating issues, and offering explanations to sensitive/complicated payroll matters.
- Providing, upon request, advice to the HR department and managers, in respect of the interpretation and application of terms and conditions of service. This may however, necessitate some queries being deferred to a Senior Officer. eg: particularly complex/contentious issues.
- Propose changes to existing payroll procedures, where these may bring improvements to the efficiency of current working practices.

- Maintaining necessary payroll records and personal staff files including timesheets and other input records and ensuring that they are verified and audited as necessary.
- Complying with Standard Financial Instructions of the Trust, and general rules as issued to Finance Directorate staff, observing Data Protection Regulations and acting in accordance with departmental procedures.
- Abiding by the health and safety practices and codes authorised by the Trust.

Systems and equipment

- Use of PC, photocopier, telephone.
- Through continuous training, achieving and maintaining, a good working knowledge of relevant software programs, ESR, Word and Excel.

Decisions and judgement

- The post requires the exercise of initiative, to a significant level, ie: investigates, analyses and resolves complicated payroll queries, using own judgement to problem solve/resolve discrepancies. Tasks are within clearly defined limits, and whilst there is no direct supervision, supervision is readily available.
- Interpretation and input of all permanent amendments are checked by the Senior Payroll Officer. However, temporary variations to pay are checked by other, Payroll Officers, who use their working knowledge to assess the validity of payments made. This occasionally involves deferring to the Senior Payroll Officer or to the Assistant Payroll Manager.
- Ability to prioritise work, to work in an organised fashion, and to cope with the pressures of meeting constant deadlines essential.

Communication and relationships

Payroll Services is customer focused and therefore customer service skills are required. Good interpersonal communication skills are essential, in that Payroll Officers, will be relaying technical payroll information to staff and managers alike.

They will also, at times, need to “diffuse” difficult enquiries from staff and managers.

Communication is verbal, in writing, or in person, with - Staff/managers employed on the relevant allocation.

External organisations, regarding pay related enquiries / matters, i.e. earnings requests for mortgages in compliance with the Data Protection Act, Tax Office enquiries.

Physical demands of the job

- Prolonged periods of concentration required to ensure consistent accuracy of payroll data input within given deadlines.
- Regular requirement to maintain complete concentration whilst checking specified allocation of payroll output.
- Regular daily prolonged use of Computer, involving static postures.
- Regular maintenance of filing system

Most challenging / difficult parts of the job

- The nature of the service provided by Payroll, is, that customers only make contact when there is a problem. Consequently, enquiries received can frequently be from irate and distressed staff. Occasionally, particularly difficult calls will need to be passed up to a higher level. Eg: if a manager or member of staff requests this.
- Payroll Officers must demonstrate tact, understanding and the ability to explain complicated information in a clear and concise manner, often in stressful circumstances. Eg: reasons for under/over payment and subsequent remedial actions.
- Aiming to meet a tight deadline and produce an accurate payroll, and therefore needing to maintain intense concentration whilst receiving regular interruptions from –
 - o staff and their managers with payroll enquiries
 - o other departments and external bodies making payroll related enquiries, All of whom want an immediate answer, therefore resulting in the post holder having to change focus, between tasks, with no prior notice.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A good basic academic record to include Maths and English grades C or above (9-4 or equivalent) 	
Experience	<ul style="list-style-type: none"> Previous experience of a busy office environment. 	<ul style="list-style-type: none"> Previous Payroll experience, to include PAYE, SSP and SMP.
Knowledge and skills	<ul style="list-style-type: none"> Computing / keyboard skills to include Excel and Word Good interpersonal skills Ability to communicate clearly Good customer service skills Ability to prioritise and work in an organised and accurate manner within deadlines Ability to learn quickly and adapt to change 	<ul style="list-style-type: none"> Payroll procedures, particularly, those relating to the NHS.

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 and 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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 Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

