

 <p>Xentrall Shared Services Delivering Excellence for All</p>		JOB DESCRIPTION	
Directorate: Xentrall		Service Area: Xentrall HR and Payroll	
JOB TITLE: Payroll Officer (Pensions)			
GRADE: H			
REPORTING TO: Team Leader (Pensions)			
1.	JOB SUMMARY:		
	<p>To be responsible for a range of duties covering pension activities across multiple payrolls, conditions of service and pension providers ensuring pensions matters are delivered in a timely and accurate manner.</p> <p>You will be responsible for ensuring compliance with policies and procedures for a wide range of customers and will therefore need knowledge across the customer base including many customers external to the local authorities that operate on a separate contract and service level agreement basis.</p> <p>You will have strong interpersonal skills and the ability to work proactively with a range of internal and external customers. The job involves working to strict deadlines so you should be able to manage conflicting priorities and have excellent time management and customer service skills.</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To be responsible for the processing of pension matters and associated duties including administration processes, monthly reconciliation and reporting	
	2.	To keep up to date on pension legislation and assist the Team Leader and Payroll and Pensions Manager in developing associated processes and procedures.	
	3.	To assist in the preparation and checking of pension reports to pension providers and customers in a timely manner ensuring the accuracy of data.	
	4.	To assist in maintaining access to pensions providers STU and ensuring data is accurately loaded.	
	5.	To be responsible for the processing of monthly pension data collection files and check and submit information accordingly.	
	6.	To provide advice, support and communication to employees and managers on policy, processes and procedures.	
	7.	To assist in ensuring Auto Enrolment duties are carried out accurately and all necessary reporting to the Pension Regulator is undertaken within required timescales.	
	8.	To act as liaison for all external bodies and government agencies on all statutory and non-statutory pension requirements	
	9.	To represent the service at meetings and working groups as appropriate	
	10.	To assist the Team Leader in the supervision of staff	

11.	Identify ongoing system improvements which may be necessary through changes in legislation, processes or customer requirements.
12.	Build effective relationships with external customers and suppliers in order to maintain and develop commercial relationships
13.	Proactively promote the service and identify commercial opportunities for further consideration.
14.	To be responsible for ongoing information governance requirements and maintaining the integrity of the payroll system and associated documentation.
15.	To be responsible for maintaining a high level of customer service to all customers to enhance the image of the service by promoting awareness of services and achievements to maintain relationships and ensure adherence to the highest standard of customer care.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			

Job Description agreed by: (Post holder)
---	-------	-------	-------

Job Description dated 2020



PERSON SPECIFICATION

Job Title/Grade	Payroll Officer (Pensions)	Grade H
Directorate / Service Area	Xentrall Shared Services	Xentrall HR and Payroll
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT *Delete as appropriate
Qualifications	<ul style="list-style-type: none"> • Relevant CIPP/CIPD qualification or equivalent level of experience • Numerate with good use of English, written and oral • Demonstrable potential for further development • GCSE's Level A-C Maths, English or equivalent 	<ul style="list-style-type: none"> • Relevant CIPP qualification in Pensions Administration 	*Application form/certificates
Experience	<ul style="list-style-type: none"> • Customer service experience • Use of ICT/Microsoft Packages • Experience of using ResourceLink or similar HR/Payroll systems • Pensions, HR or Payroll experience • Experience and understanding of local authority and locally agreed terms and conditions of employment including pay and grading • Experience of supervising staff 	<ul style="list-style-type: none"> • Experience of working in a performance management environment 	Application / Interview/references
Knowledge & Skills	<ul style="list-style-type: none"> • Ability to prioritise work and meet deadlines • Ability to communicate and develop excellent working relationships 		Application / Interview/references

	<ul style="list-style-type: none">• Ability to work as part of a team as well as demonstrating own initiative• Ability to work effectively towards performance targets		
Specific behaviours relevant to the post	<ul style="list-style-type: none">• Confidentiality and personal integrity• Ability to think innovatively and creatively and be willing to accept change• Strong team working ethos		Application / Interview
Other requirements			Interview/References

Person Specification dated 2020