



Job Description

HR Operations and Payroll Manager

Grade: F Grade (£32,429 - £36,499)

Responsible to: Head of HR

Responsible for: HR Associates

Hours: Full time (37hpw)

Main purpose of the post:

1. Manage the day to day delivery of HR Operations and Payroll services across the Trust
2. To oversee and be responsible for the start to end of payroll process across all services in line with HMRC compliance and payroll regulations.
3. To support and deliver the Trust's HR Operational strategy in line with the HR Development plan

Responsibilities

- Ensure the accuracy of all payroll transactions
- Input data relating to staff payments into the payroll database on a regular basis, ensuring that staff are paid on time and receive the correct payments; including but not limited to;
 - All contractual changes
 - New starters
 - Overtime
 - Absence
 - Maternity
 - Tax, NI and pension changes
 - Leaver and pension paperwork
- To ensure all associated paperwork is generated and completed in timely manner in line with legislation
- Complete monthly payroll net variance reports and monthly payroll checking

- Liaise regularly with colleagues in finance to ensure that monthly reconciliations are undertaken and ensure any corrections required are processed
- Manual calculation of tax, NI, pension and net pay when dealing with advance payments and overpayments
- Ensure adherence to auto enrolment and pension requirements for LGPS and Teachers including, monthly data collection and end of year submissions
- Undertake regular audit checks on activities to ensure work standards are consistently met
- Conduct regular checks to ensure the integrity of the payroll database, updating data as necessary and ensuring that the payroll database is working properly and that problems are identified to the Head of HR and/or Head of Finance
- On an annual basis process all staff performance related pay increases and produce outcome letters
- Undertake annual gender pay gap reporting
- Actively keep up to date with relevant payroll and HMRC regulations, legislation and statutory requirements.
- In conjunction with the Head of HR plan the best way to implement legislative changes and ensure that standard processes and procedures are developed to support any such changes
- Report termly on Payroll KPIs
- Lead on the on-boarding of payrolls for new Schools to the Trust and external payrolls
- Manage, maintain and develop the HR and payroll system;
 - ensuring workflows, authorisation processes are working effectively
 - ensuring Maternity, sickness and annual leave schemes are kept up to date
 - ensuring all statutory payment tables are kept up to date and that salary scheme tables are updated annually
- Work with the Head of Business Development to secure new business opportunities for Thinking Personnel

Line Management

- Daily communication with the team to ensure workloads are monitored, taking into account staff availability and other influencing factors and the HR inbox is distributed appropriately.
- Ensure resources are deployed effectively to support Schools as required
- Manage and develop a team of HR Associates (3) ensuring they are motivated and able to meet standards and targets.
- Actively identify training needs as appropriate to ensure the achievement of individual, team and service goals.
- Encourage the development of individuals including target setting, monitoring performance and conducting appraisals.

Systems

- Maintain up to date and comprehensive guidance notes on using the HR and payroll system
- Maintain and develop the HR Portal (employee and manager self-service) and associated workflows and authorisation processes
- Work closely and build relationships with our HR and Payroll system provider, PS People and work with them to continue to develop the system
- Lead on the development of the payroll processes and systems, identifying improvements and playing a key role in implementing any resultant changes
- Assist with the development and evaluation of the HR and Payroll System ensuring its fit for purpose.
- Lead projects and work associated with the development of the HR Operations and payroll team and represent Thinking Personnel at appropriate groups and forums.
- Undertake monitoring and analysis of payroll across the Trust, in order to measure the effectiveness of the service, track trends and provide management reports.

Customer Service

To deliver a customer first service that is;

Trusted, Solution Focused, Approachable and Timely

- Develop and maintain excellent working relationships with internal and external customers.
- Actively work with Executive Business Managers, HR partners and the Finance team to ensure the smooth running of payroll and excellent service standards
- Supporting and working with Head teachers, Office Managers and PAs across all Schools within the Trust
- Deliver an efficient customer service focused HR Operations and payroll function, which achieves its agreed service levels.
- Build an effective communication link between senior leaders in the Trust to understand their needs and, where possible, develop proactive strategies to meet them.
- Manage the provision of activity against Service Level Agreements for the payroll process, ensuring that procedures and practices are consistently delivered.
- Monitor performance against service standards and produce monthly reports.
- Manage and respond to complex issues and queries as referred by the team, ensuring a high level of professional support and customer care.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

Person Specification

<p>Experience</p>	<ul style="list-style-type: none"> • Experience of working in payroll in an education environment • Have excellent knowledge of teacher's terms and conditions (Burgundy book) and support staff Terms and Conditions (Green Book) • Experience in developing HR and Payroll systems and functionality • Fully competent in all Microsoft Office applications with a particular strength in excel • Experience in line management or supervision of staff • Proven track record in managing end to end payroll processes • Experience of developing HR and payroll processes and procedures
<p>Competence, knowledge and skills</p>	<ul style="list-style-type: none"> • Ability to manage and motivate staff to deliver high standards and targets • Up to date knowledge of current payroll regulations, legislation and statutory requirements • Up to date knowledge of LGPS and Teacher pension schemes • Excellent standard of numeracy and literacy • Educated to degree level or equivalent level 6 qualification • Professional qualification (CIPP desirable) or willingness to work towards • Ability to understand complex HR information systems • Highly developed interpersonal and team working skills • Excellent communication skills at all levels, both written and verbal. • Strong organisational skills with an ability to prioritise an often conflicting workload • Quality focussed, so that work is always delivered to a high standard. • Ability to work on own initiative, meet deadlines and take responsible action.
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Flexible "can do" attitude • Well-presented and professional at all times • Tact, diplomacy and integrity • Understand need for confidentiality and able to handle sensitive issues • Act as a role model to all support staff in offering excellent customer service and a positive approach. • Willingness to work flexibly and attend meetings and events as required (including occasional evenings and weekends) • Ability to form networks with staff at all levels and influence effectively • Commitment to the Trust's vision and ethos

Generic Duties relevant to all members of staff

1.1 The Trust

The ethos of the Trust is included within the strapline “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.

As a member of the Trust your role will be based at the Trust central office. However you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

1.2 Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

1.3 ICT

It is expected that all teaching and support staff follow the ICT Vision of the Trust.

All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust’s Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

1.4 Health and Safety

Employees are required to work in compliance with the Academy’s Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

1.5 Safeguarding

The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Child Protection Officer.

1.6 Data Protection

The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.