

Job Description

A Post Details	
Job Title: Payroll Business Support Officer	Grade: A006
Department: People and Culture	Division: Select Division
Reports to: Payroll Team Leader	Contract Type: Select Contract Type
Level of Vetting: Management Vetting	Numbers in Post: 7
Welsh language required Select	
B Purpose of the Post	
<p>Provide end to end payroll service for all aspects of the payroll cycle ensuring all data quality and data accuracy, and compliance with all relevant bodies including HMRC legislation, pension regulations, police regulations, employment law, data protection, GDPR etc</p> <p>Act as payroll specialists to all functions within the force, providing comprehensive pay calculations and breakdown's, manually calculated where required to assist employees and other functions within BTP able to influence and advise on all pay related matters and processes.</p> <p>Act as payroll lead for specific aspects of the payroll cycle, e.g. complex pension calculations, family friendly processes</p>	
C Dimensions of the Post	
<p>As system administrators support the whole force as users of Payroll self service, (in excess of 5,500 users) providing training and support, enabling the force access to their online Pay Accounts and utilize the functionality.</p> <p>Responsible for the accuracy on employees pay, for the pay run of approximately £15 million per pay period and circ 5,500 employees to ensure compliance with policies, legislation and procedures to avoid any damage to BTP's reputation and reduce the fraud risk to BTP.</p> <p>Support the force on user of the e-Expenses system, including training, guidance, knowledge articles to ensure risk of fraudulent claims and non-compliant claims are reduced, reducing BTP's fraud risk factor.</p> <p>Provide training to new starters on induction around general pay practices, with general focus on expenses and compliance.</p>	
D Principal Accountabilities	
<p>As system administrators support the whole force as users of Payroll self-service, (in excess of 5,500 users) providing training and support, enabling the force access to their online Pay Account and utilize the functionality.</p> <p>Provision of Specialist Payroll Service, providing accurate pay calculations and figures for other departments such as finance, pay and benefits, Head of departments and P&C Teams.</p> <p>Provision of detailed pay breakdowns, including manually calculating pay figures for prior financial years, and effectively explaining situations to customers, to provide a resolution.</p> <p>Proactively analyze payroll amendment instructions to ensure all actions requested are valid And complies with policy and legislation.</p> <p>.</p> <p>Communicate payroll verifications to employees.</p> <p>Act as payroll expert and single point of contact for the end to end payroll processing.</p> <p>Analyse pension transactions, detailing investigative actions for any variances, and corrective instructions to RPMI, GPP or BTP</p> <p>.</p> <p>Undertake regular audits To identify potential risks including potential fraud and escalate where appropriate and highlight opportunities for service provision.</p>	

<p>Provide training and guidance on payroll self service functions including the impact of non-compliance on individuals pay. Support and enable employees in the force to make decisions based on accurate pay calculations taking into consideration HMRC legislation and budget updates from the government.</p> <p>Provide payroll information to support relevant items for finance assurance boards, ARIC reviews and data quality meetings. Responsible for auditing data and making decisions on investigated claims on how they should be dealt with, specifically those that fall outside of policy or process. Investigate and identify the issue, addressing those issues and rectifying the current problem with a suitable solution. Responsible for the end-to-end payroll processing for specific portfolio, ensuring all legislative and employment law regulations are adhered to. Attend payroll monthly meetings with pension providers to highlight any issues on pension processing, making suggestions for improvements to ensure BTP stays compliant with government pension legislation. To provide firsthand support to the Payroll Team Leader, on any critical pay processes, including but not limited to, auditing and processing the force overtime data, critically assessing for payroll accuracy, performing audit checks on pay change data, running reports to provide for that assessment and providing report for internal and external stakeholders, ensuring compliance with GDPR and Data protection rules.</p>
<p>E Decision Making</p>
<p>Manage individual workload and make decisions on how to interpret legislation and handle customer enquiries and pay processing. Decide when to escalate a pay issue to the Payroll Team Leader or Payroll Manager dependent on the severity or urgency. Auditing expenses and payroll processing within their specialist portfolio, ensure all adhere to relevant policies and procedures and make decisions on any that fall outside of policy on how they should be handled. Assess for severity and employee detriment issues before deciding on best course of action, raising awareness of issues and correct processes that should have been followed. Make decisions on process improvements, that will improve customer experience, reduce time waste and increase accuracy. Discuss and train all stakeholders on improvements to ensure compliance. Financially responsible for raising, submitting, and authorizing payments via the bank-line to employees, ensuring data accuracy and authorization is appropriate. Whilst auditing pay data make decisions on how to interpret inaccurate data and what process to follow to amend adjust and report appropriately. Decisions on additions to the payroll calendar, projects and specific case items.</p>
<p>F Contact with Others</p>
<p>Provide support to all levels of the organization, with regards to complex and accurate pay calculations, providing advice and guidance as to legislative restrictions. Ensure a good working relationship with all external stakeholders and suppliers, including HMRC, pension providers, voluntary suppliers, courts etc.</p>
<p>G Essential Criteria</p>
<p>Qualifications and Training:</p>
<p>Level 5 CIPP degree in Payroll or equivalent experience.</p>

<p>Experience:</p> <p>Excellent interpersonal and communication skills in Welsh Select</p>
<p>Significant Payroll experience preferably in a shared service environment, and preferably a large payroll function (over 3,000 employees).</p> <p>Experience in developing good working relationships with a wide range of stakeholders, both internally and externally.</p> <p>Experience of using a wide range of communication techniques, using professional empathetic abilities to liaise with customers providing difficult news and offering support and guidance whilst being firm on decisions made.</p> <p>Experience of developing processing that relate not only to payroll but to wider HR Delivery.</p> <p>Experience of working on various projects as well as BAU delivery.</p> <p>Experience of advanced excel skills.</p> <p>Experience of a range of payroll project lifecycles, to understand the logistics of how a project is run and the impact payroll projects have on other departments.</p> <p>Experience of managing risks and fraud actions in a medium to large payroll provision.</p> <p>Experience of managing annual payroll audit cycles</p>
<p>Skills:</p> <p>Excellent interpersonal and communication skills in Welsh Select</p>
<p>Excellent written, verbal and interpersonal skills including tact and discretion, to be able to communicate sensitive information to employees and the force.</p> <p>Ability to challenge appropriately.</p> <p>Ability to recalculate backdated pay calculations accurately and effectively</p> <p>Advanced auditing skills, able to inspect a series of data and make determinations and recommendations.</p> <p>Proficient in multiple systems including Payroll system, workflow system, excel and word, and HR systems.</p> <p>Extensive excel knowledge to be able to analyze and forecast pay data quickly and efficiently.</p> <p>Able to advise on complex pay decisions within the force, using a variety of communication levels, and manage under pressure when dealing with volatile situations with an empathetic nature.</p> <p>Ability to make decisions under high pressure situations and within strict, tight deadlines, based on the interpretation of legislation and pay regulations.</p> <p>Ability to use various systems, I-Trent, csv file conversions, pivot tables, Origin, Control Works Special Duty, Railpen, Royal London.</p>
<p>Knowledge:</p>
<p>Extensive payroll knowledge including expert knowledge of HMRC statutory legislation, pensions regulations and court rulings, GDPR, Data protection, employment law, government budget updates and thresholds.</p> <p>Knowledge of manual pay calculations, tax, NI, student loans, postgraduate loans and location driven tax thresholds, court orders and any relevant HMRC legislation that affects pay calculations to be able to reconcile any queried payments within their portfolio.</p> <p>Extensive knowledge of complex pension calculations and government regulations.</p> <p>Complex knowledge of using csv file loads for converting data from one system into I-Trent, competent in how the csv conversion files are created and adjusted.</p> <p>Understanding of basic pivot tables for the use of auditing large quantities of pay data.</p>

Desirable criteria:

H Additional Information

BTP has a complex payroll structure with varying pay and conditions (e.g. shift structure, pensions and allowances), relating to both police officers and police staff subject to Police Regulations.

For Panel to complete only:

Panel Approval: Kiran Ajimal

Date: 30/07/2024

Please submit with supporting documentation (organisational charts, job descriptions) via the [Hub](#)

You will be advised of a panel date following receipt of the submission