

JOB DESCRIPTION – Payroll Team Lead

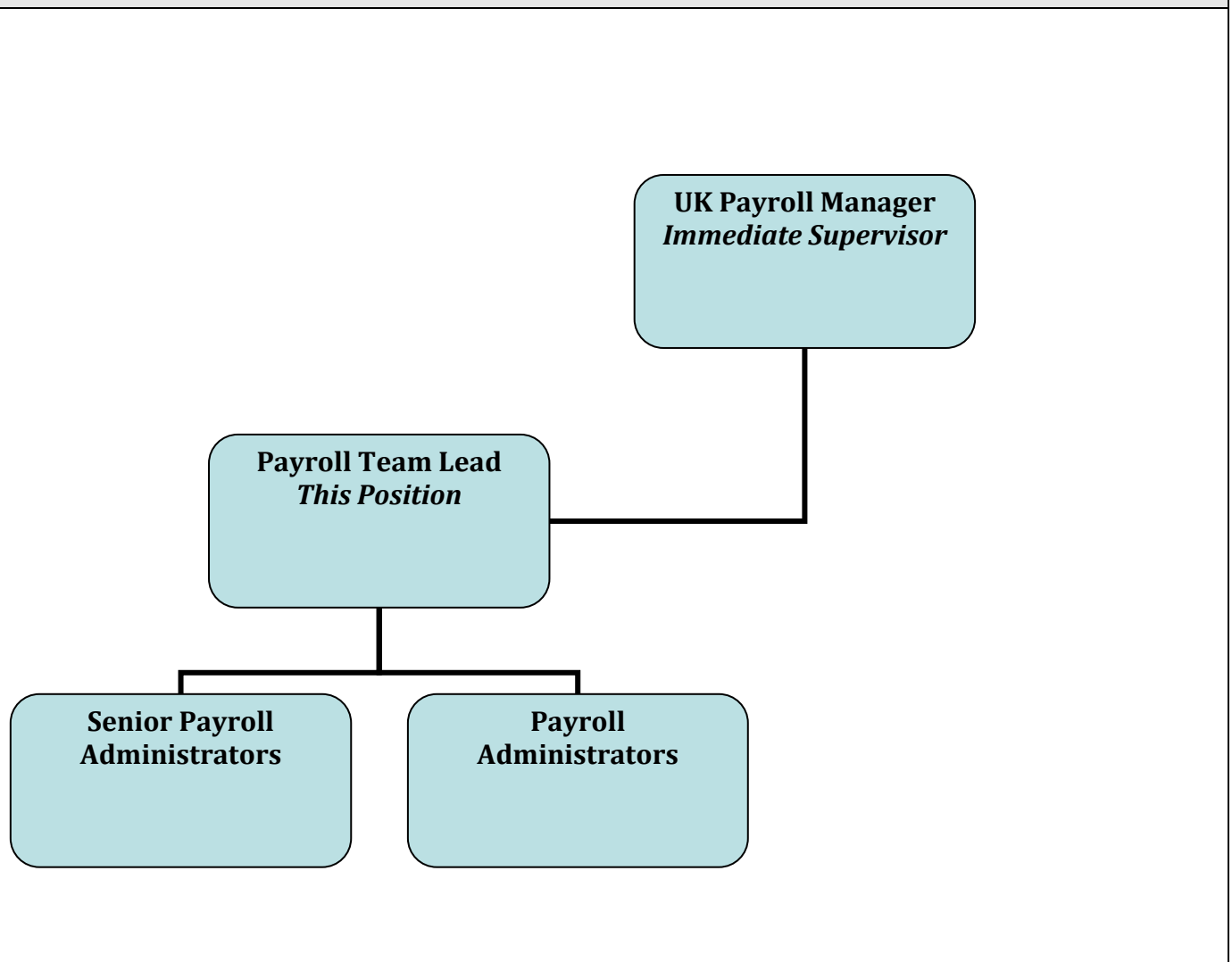
1. JOB DETAILS

Position:	Payroll Team Lead	Department:	UK Payroll
Reports To:	UK Payroll Manager	Location:	Aberdeen

2. PRIMARY FUNCTION

In addition to performing the function of Senior Payroll Administrator the Payroll Team Lead shall lead their team, supporting team members and ensuring that the work allocated to the team is executed satisfactorily.

3. REPORTING RELATIONSHIPS



4. ROLES & RESPONSIBILITIES

Principal Duties

- Lead and supervise the Payroll Team, coordinating the daily activities and prioritising work load ensuring the delivery of a high quality, responsive and efficient service
- Ensure that client requirements are fully understood by the Payroll Team
- Ensure accurate and timely processing of the work in accordance with Company Procedures and client requirements
- Coordinate with the Payroll Manager to ensure delivery of Payroll Team goals and objectives
- Assist the Payroll Manager to identify and develop Payroll Team goals and objectives
- Assist the Payroll Manager with the development and implementation of policies, practices and procedures
- Act as a client focal point and maintain regular client communication
- Act as the Payroll Team focal point for internal communications, requests, etc
- Monitor Payroll Team performance regarding achieving established goals and objectives
- Act as a single point of escalation for general client questions and be responsible for issue resolution or escalation to the Payroll Manager
- Perform a weekly review of the Payroll Team operational performance with the Payroll Manager
- Be responsible for timely billing of work performed
- Assist the Payroll Manager to improve Payroll Team efficiency
- Ensure compliance with Data Protection regulations
- Ensure strict compliance with regulatory deadlines

Service Excellence

- Review and monitor Payroll Team performance with the Payroll Manager
- Plan and prioritise Payroll Team workload to ensure delivery of the work in accordance with agreed schedules
- Ensure that client Payroll Manuals are accurately maintained at all times
- Maintain communications with client's, employees and 3rd party vendors in an efficient and timely manner
- Ensuring that payroll payment submissions are made in accordance with the agreed schedule
- Ensure Corrective Action Review Forms are raised and submitted to the Payroll Manager
- Assist the Payroll Manager identify performance issues and to implement improvements

- Ensure that the Payroll Manager is informed of all risks associated with the delivery of client requirements
- Ensuring team compliance with process and quality procedures
- Ensure team resources are managed effectively to meet client timescales and expectation

Team Focus

- Provide leadership and direction to the Payroll Team
- Monitor Payroll Team performance and assist the Payroll Manager with annual performance appraisals
- Identify Payroll Team resource requirements and skill shortages
- Prioritisation of the Payroll Team workload on a day to day basis
- Lead the daily whiteboard sessions with the Payroll Team
- Provide technical and professional guidance and support to the Payroll Team
- Encourage and ensure knowledge sharing both internal and external to the Payroll Team
- Identifying training requirements and assisting Payroll Team members with Continuous Career Development

Commercial Awareness

- Review of Payroll Team timesheets on a weekly basis.
- Ensuring that clients billing is completed in a timely manner
- High level understanding of client deliverables and target time allocated to the work
- Identifying and assisting in the implementation of process improvements
- Showing initiative with new ideas
- Identifying client requests and opportunities for work that will generate additional revenue

Professional & Personal Development

- Experience of managing & motivating staff
- Excellent client service & pro-active communication
- Ability to communicate positively within the department
- Good excel skills
- Payroll expert with at least 4 years experience or qualification.
- Have knowledge of and understand company procedures and process
- Maintain a knowledge and familiarity with regulatory requirements and legislative changes ensuring that all payroll's are compliant with HRMC, pension etc regulations
- Partake in knowledge sharing and lessons learned activities within the company
- Ensure that PPR objectives are reviewed regularly with the Payroll Manager

- Participate in training identified as part of the PPR
- Maintain and obtain professional qualifications as identified and agreed with the Payroll Manager

KPI's

- Delivery of the work in accordance with the established schedule
- Achieving identified quality standards during the performance and delivery of the work
- Successfully achieve Payroll Team goals and objectives
- Achieving identified targets and efficiency improvements
- Compliance with company process and procedures
- Client satisfaction and resolution of issues
- Identification and generation of revenue generating work

Competencies

- Have proven numeric skills
- Team player and good communicator
- Positive attitude
- Pro-active approach to problem solving
- A strong emphasis on accuracy and quality
- Ability to multi-task and to co-ordinate a series of different jobs concurrently
- Ability to work under pressure and to strict deadlines
- Good level of IT literacy; familiarity with databases and current software packages
- Competent oral and written communication skills, with ability to evaluate queries and advise clients in a timely and professional manner
- A high level of personal drive and self motivation with an ability to work in isolation when required
- A willingness to learn new tasks and be flexible
- Customer-focused with a service-orientated approach
- Ability to build relationships with clients and colleagues
- A confident leader with good management skills
- Ability to balance priorities to achieve results