



Job description	
Job title	Senior Payroll & HR Services Manager
Grade	Pay Band O / SCP 38-39
Directorate	Resources
Section/team	Human Resources
Accountable to	HR Operations Senior Manager
Responsible for	A team of circa 18
Date reviewed	12 th April 2024

Purpose of the Job

Paying our people correctly is fundamental to the success of the organisation. The purpose of this role is to deliver effective, efficient, accurate and customer focused payroll services to Knowsley Council employees and to other organisations bought into our HR Services, in line with relevant legislation. In this role you will be responsible for ensuring that data within the HR system is maintained to a high standard. You will lead a team to deliver this, investing in their skill sets, process design, people performance management and key performance indicators. Working with audit you will help to shape audit processes and ensure that audit requirements are met.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Oversee and manage the organization's payroll functions, ensuring pay is processed on time, accurately, and in compliance with government regulations.
2. Subject matter expert in HR and payroll and the HR and payroll system, inputting into future system development and providing advice and guidance on these areas as required, including to senior managers.
3. Implement, maintain, and review payroll processing systems to ensure timely and accurate processing of payroll transactions including salaries, benefits, garnishments, taxes, and other deductions.
4. Ensure accurate and timely processing of payroll updates including new hires, terminations, and changes to pay rates.
5. Develop and implement policies and procedures to continuously improve the payroll process.



6. Lead, guide, and train the payroll team consisting of payroll professionals, with a focus on effective people performance management.
7. Collaborate with Human Resources (HR) and Accounting teams.
8. Manage and resolve issues relating to payroll production.
9. Interpret new legislation impacting payroll and ensure compliance with all applicable laws and regulations, including data protection.
10. Manage and prepare reports for upper management, finance department, organisations buying in to our service, pension providers and auditors.
11. Develop, define and agree key performance indicators for payroll and HR services delivery, ensuring that they are integrated into performance of the team.
12. Setting customer service standards for the service and ensuring that these standards are maintained.
13. Ensuring the team deliver the agreed payroll and HR services model.
14. Making sure that pensions service standards are understood and met.
15. Onboarding new services buying in to our HR services and payroll offer, ensuring SLA standards are met and reported on.
16. Continuously reviewing the capacity and capability required to deliver the service and refining the model as required.
17. Ensuring audit requirements are met across the team and service.
18. Providing engaging, inclusive and empowering leadership to the team, with a high support, high accountability style.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities
- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.



- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.