



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Payroll Team Leader
Generic Role Profile:	<i>Select one of the below</i> Business Support
Salary Band:	Grade 5
Operational / Non Operational Role	(non operational)
Vetting Level:	
Reporting to:	Payroll Manager
Specific Role Purpose:	The payroll team leader is responsible for the effective supervision, coordination and delivery of payroll services for West Midlands Police. The post holder will lead a team of Payroll Officers, ensuring accurate and timely payroll processing, compliance with statutory and organisational requirements, and the delivery of a high-quality customer-focused payroll service. The role will work closely to the payroll managers, providing operational leadership, technical expertise and continuous improvement support to ensure payroll processes are efficient, compliant and meet all payroll deadlines.
Key Responsibilities:	Payroll Delivery and Operational Support • Undertake complex payroll processing activities and maintain responsibility for a designated payroll workload, ensuring all transactions are processed accurately and within agreed deadlines. • Support Payroll Officers with robust plan and provide operational assistance where workloads require additional resource. • Monitor payroll workflows and key deadlines, ensuring all payroll activities are completed in time to meet monthly payroll cut-off schedules. • Coordinate the progression of payroll tasks across the team and escalate

Date:
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	any risks to delivery to the Payroll Managers. - Assist in the successful completion of monthly payroll processing to ensure payroll is delivered accurately, efficiently and on time. Overpayments, Queries and Expenses - Monitor payroll overpayments to ensure cases are regularly reviewed, recovery arrangements are maintained and outstanding actions are progressed in accordance with organisational policies and procedures. - Ensure CX cases, payroll queries, service requests and tickets are appropriately assigned, monitored and progressed to completion within agreed service standards. - Oversee the administration of employee expense claims, ensuring claims are processed accurately, authorised appropriately in line with policy and kept up to date. - Identify backlog risks and work collaboratively with colleagues to ensure all payroll activities remain current and compliant. Technical Support and Knowledge Sharing - Act as a subject matter expert for payroll legislation, procedures and payroll system functionality. - Provide day-to-day guidance, coaching and technical support to Payroll Officers and colleagues on complex payroll matters. - Support the induction and training of new team members and contribute to the ongoing development of payroll knowledge across the team. - Assist with the implementation of legislative, procedural and system changes, ensuring best practice is embedded within payroll operations. Management Information and Continuous Improvement - Produce management information and performance reports to support service monitoring and continuous improvement. - Reviewing existing payroll processes, identify trends, recurring issues and opportunities to improve payroll processes, controls and customer service. - Support Payroll Managers with operational planning, workload management, reporting requirements and service improvement initiatives. - Liaising with various stakeholders and maintaining effective relationship. - Attend meetings and represent the payroll function as required.
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	• Support the Payroll Manager in achieving departmental objectives and service improvements. • Undertake any other duties commensurate with the grade and responsibilities of the post.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience	
<i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	• CIPP Payroll Specialist or equivalent payroll qualification. Or Willing to study for the qualification. • Previous payroll experience of minimum 2 years within a public sector, policing or large complex organisation. • Experience of supervising, mentoring or leading a payroll team. • Extensive knowledge of payroll legislation, HMRC and pensions regulations and statutory guidance. • Strong understanding of payroll governance, audit requirements and risk management. • Strong stakeholder management skills with the ability to influence and build positive working relationships. • Highly proficient in payroll systems such as ITrent or equivalent. • Advanced Microsoft Excel skills and strong IT literacy. • Excellent verbal and written communication skills. • Strong analytical, organisational and problem-solving skills. • High levels of accuracy, attention to detail, integrity and confidentiality.
Desirable:	• Experience of payroll system implementation or transformation projects. • Experience supporting internal and external audits. • Knowledge of agile working principles and ability to manage remote teams effectively.
Skills	

This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.

Refer to skills database for core operational skills

Essential:

Desirable:

Hours of Work
and Flexibility:

Agile Work
Style: (if applicable)

'Hot Desk'

Restriction
Level:

For staff roles relating to restriction levels only, e.g. DEO

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