**1. General Information**

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| **Job Title** | Payroll Manager |
| **Department** | FMP Payroll Services |
| **Line Manager** | Bureau Team Leader |

**2. Position Objectives**

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

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| To manage a portfolio of clients, processing Payrolls of varying frequencies. The responsibility covers the payroll process from start to finish, building schedules with your client to arrange receipt of data/reports, processing the payrun information, providing the client with required reports to check and reconcile their Payroll, arranging payment, including creation of BACS files, closing the payrun for each period, printing and dispatching Payslips. |

**3. Duties & Responsibilities**

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

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| **Major Areas of Responsibility** | **Percentage of Time Required**  **(increments of no less than 10%)** |
| Processing Payroll Input   * Data Entry, manual and import * Creating BACS Files * Creating RTI FPS files | 60% |
| Checking Payrolls | 20% |
| Processing Outputs   * Printing Reports * Printing Payslips * Printing P45s | 10% |
| Client/Third Party Queries | 10% |

List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

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| **Secondary Responsibilities**  Supporting the team leader and other colleagues  Creating Annual schedules  Maintaining Client Procedures and front sheets  Year End Processing  P11Ds  Keeping up to date with legislation and how it may affect our clients  Fulfilling any objectives and targets set out in annual appraisals  Any other duties as may from time to time be reasonably required |

**4. Key Working Relationships**

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

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| **Job Title/Department** | **Purpose of Contact** |
| **Team Leader** | First point of contact for Payroll Manager, general support of your day to day role, escalation of client queries where required. |
| **Operations Manager** | Escalation of queries, general support in absence of Team Leader, procedures, issues. |
| **Implementation Manager** | Training, support, handover of payrolls once parallel runs are complete and the client has gone live. |
| **Account Management** | When clients require additional Services, request meetings/reviews, any issues with the client should be notified to the Account Manager, general feedback both good and bad. |
| **Accounts** | Ensuring Payrolls requiring Net Collections are notified to Accounts via the Daily Collections sheet, providing monthly Invoicing figures. |
| **Support Desks** | For software support issues. |
| **Office Administrators** | Directing phone calls, ordering stationery, distribution of post, franking of outgoing post and courier collections. |

**5. Decision Making Authority**

(a) List any formal guidelines, policies, procedures etc. that exist to guide the work and which must be complied with in fulfilling the job responsibilities.

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| As well as all Company policies and procedures, the Payroll Manager must comply with the General Procedures Manual. Specific client requirements are set out on the front sheets and processing checklists which explain how the payroll is to be run. |

(b) What issues should be referred to a manager / team leader before taking action?

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| If the payroll manager is unable to resolve any issues or queries they should escalate them to their team leader. |

(c) Which of the following statements best describes the decision making authority of this role?

* Follows routine procedures; no independent decision making; performs work under close guidance.
* Some independent decision making; makes recommendations; others take action; performs work under moderately high level of guidance.
* Makes recommendations and gives direction to others; performs work fairly independently or with minimal guidance.
* Independent decision making; takes independent action with little direction or supervision.

**6. Job Specification**

Summarise the specific knowledge, skills and abilities the job requires.

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| Factor | Essential | Desirable |
| Qualifications | 5 GCSEs or equivalent including Maths | IPP Diploma |
| Experience | Payroll experience | Bureau experience running client payrolls |
| Knowledge | Have worked on in house Payrolls, Manual Calculations | Current legislation, including RTI, Pension Reform,  Software - Payrite, Teamspirit, Bottomline, Excel, Outlook |
| Communication Skills | Excellent telephone manner, high level of Customer Service skills, |  |
| Personal Attributes | The ability to deal calmly and sympathetically with clients in stressful situations, patience and tact, good team working skills, helpful, trustworthy |  |

**7. Special Job Conditions**

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

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| Travel to client sites to meet with your clients may be required from time to time. |

**Job Holder**

|  |  |
| --- | --- |
| Name |  |
| Signature |  |
| Date |  |

**Line Manager**

|  |  |
| --- | --- |
| Name |  |
| Signature |  |
| Date |  |