Edge Hill University

It is important to note that this job description is a guide to the work you will be required to undertake. It may change from time to time to meet the needs of the service. It does not form part of your contract of employment.

Job description for the post of

Payroll & Pensions Administrator
EHA0097-1119

The postholder will be:

Accountable to: Head of Payroll & Pension Service

Responsible to: Payroll Manager / Pension & Systems Manager

Main purpose of the post

You will provide an effective and efficient payroll and pension administration service within the Payroll and Pensions Department. Attention to detail is key as the role will involve processing payroll and pension documents in accordance with payroll legalisation the various pension Scheme's rules, administrative guidelines and regulatory requirements.

We are looking for an individual who is solution-focussed, dynamic with the ability to significantly contribute to provide the best possible payroll service for our customers. Using your initiative, you will respond positively to new situations and demonstrate a resilient mind set in a changing environment.

Acting as first point of contact for staff payroll and pension queries, and ensuring the efficient operation of auto enrolment, starter and leaver processes, processing additional hours claims and the provision and transfer of accurate data to pension providers means you will need an excellent working knowledge of payroll and pension scheme administration along with the ability to communicate clearly and effectively with staff.

Able to work flexibly and reliably to meet the needs of the service. You will have excellent numerical, analytical and IT skills and an ability to build and maintain highly effective working relationships with customers and colleagues. A positive, customer focused, self-motivated approach will contribute to the delivery of high levels of professional standards and behaviours and to the continuing delivery of excellent customer service within the Payroll and Pensions Team.

Main duties of the post

1. To be responsible for providing accurate and timely production of the universities payments i.e. salaries, expenses and bursaries, ensuring compliance with statutory legislation including PAYE, NI, SSP SMP.

2. To be responsible for the efficient and accurate processing of documentation relating to new starters and leavers for the University's three pensions schemes (LGPS, TPS and USS), to include processing of retirement applications.

3. To take lead responsibility for the balancing of elements of the monthly payroll, bursary and expense payments. This involves the analysis of complex information detailing the breakdown from gross to net pay and ensuring the correct payments are made.

4. Responsible for maintaining accurate employee pension records on the University's HR and Payroll system. Including actioning pension opt-outs, AVCs, scheme transfers and contribution rate re-bandings.

5. Working both independently and as part of a team, planning and prioritising to achieve agreed objectives including deadlines for timely payments processing. Adhering to all regulations relating to the administration of the deduction of Court Orders, student Loans, salary sacrifice schemes, and collation of data to support monthly/ year-end returns.

6. To assist the Payroll and Pensions & Systems Managers in the administration of monthly Auto-enrolment activities, including earnings assessments, the generation of accurate and timely Auto Enrolment communications such as auto enrolment letters and the reporting of auto-enrolled staff to pension providers.

7. To act as first point of contact for pension scheme administrators and for all staff pension queries ensuring that all enquiries and corresponding documentation is handled sensitively and professionally.

8. To ensure member statement details are correct and where there are queries ensure effective and timely liaison with key parties including the HR team, Payroll team and administrators of the LGPS, TPS and USS to resolve queries on membership records.

9. To conduct appropriate pensions calculations as and when required including pension costs, salary re-banding and intra-scheme calculations in accordance with scheme rules including calculation of Assumed Pensionable Pay liabilities.

10. To communicate standard pension scheme information in an appropriate way to members and prospective members.

11. Working with the Payroll and Pensions Managers, ensure that the Payroll and Pensions Wiki and other information resources are kept up to date and accurate.

12. Build and maintain effective working relationships with customers and colleagues, such as Human Resources providing excellent Customer Care in dealing with all internal and external customers. Having the ability to receive, understand and convey complex information to staff members in a sensitive and confidential manner.

13. Actively contribute to the implementation of processes and procedures to improve service delivery. Use own initiative to investigate queries and make decisions to provide for effective solutions to issues/problems, escalating where necessary.

14. The ability to undertake manual calculations of net payments in response to adhoc requests e.g. maternity forecasts. Manual calculations of pension refunds and associated.

15. To administer inter-scheme transfers including processing requests from members for investigation of transfers in and transfers out of the relevant pension scheme. This will include obtaining transfer values from the scheme actuary and corresponding with other pension providers and scheme members regarding transfers.

16. To undertake production & transmission of payroll data on the computerised BACS software.

17. Take responsibility for day to day administrative processes as allocated by the Payroll or Pensions & Systems Manager.

18. To contribute to the design, co-ordination and production of a number of regular statutory reports including pension scheme monthly and annual returns and internal management reports.

19. Use own initiative to investigate queries and make decisions to provide for effective solutions to issues/problems, escalating where necessary. Ensure that service level agreements are achieved.

20. To observe all legal and procedural requirements in relation to data management and confidentiality e.g. Data Protection Act, Freedom of Information Act, internal data management policies and procedures.

21. To provide support to the wider payroll & pensions team as required to ensure the highest level of customer care excellence is delivered across the payroll & pensions service at all times.

22. Actively contribute to the implementation of processes and procedures to improve service delivery

23. To undertake any other duties as deemed appropriate by the Director of Finance or Head of Payroll and Pensions Manager.

In addition to the above all Edge Hill staff are required to:

1. Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety.

2. Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.

3. Undertake appropriate training and development as required.

4. Participate in Edge Hill's Performance Review and Development Scheme.

5. Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner.

6. Demonstrate excellent Customer Care in dealing with all customers.

> **Salary:** Grade 4, Points 15 - 18
> £21,414 - £23,334 per annum
>
> **Hours:** 36.25 hours per week

It is expected that the postholder will work flexibly according to the on-going demands of the job and the responsibilities at this level.

Candidates should note that shortlisting will be based upon information provided on the application form with regard to the applicant's ability to meet the criteria outlined on the Person Specification sheet enclosed.

PERSON SPECIFICATION

**Payroll & Pensions Administrator
EHA0097-1119**

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	**Desirable**	***Method of assessment (I/A/S/T/P)**
Qualifications				
1	Educated to A level or equivalent (NVQ Level 3) or equivalent relevant experience.	*		A
2	ECDL or equivalent relevant qualification		*	A
3	Relevant professional qualification		*	A
Experience and Knowledge				
4	Experience of working in a busy payroll/pensions role experienced in payroll processing with a working knowledge of defined benefit schemes	*		S/I
5	Significant knowledge of all statutory requirements relating to payments and deductions including knowledge PAYE, NI, SSP, SMP pension legislation.	*		S/I
6	An understanding of the public sector pension scheme rules and of statutory legislation relating to occupational pension schemes including an awareness of the consequences of not adhering to legislation	*		S/I
7	Demonstrate an understanding of the boundaries and importance of professional confidentiality and data protection	*		S/I
Abilities/Skills				
8	Excellent organisational and prioritising skills demonstrating the ability to adapt to changing needs and responding flexibly	*		S/I
9	Competent and adaptable in utilising technology to maximise service impact	*		S/I

10	Proven excellent customer service skills including the ability to build and maintain highly effective working relationships with customers and colleagues	*		S/I
11	Excellent numerical, written and verbal communication skills with the ability to produce high quality, accurate and timely documents, reports and communications	*		S/I/T
Other				
12	Pro-active, self-motivated, and forward thinking with the ability to use own initiative & judgement to deal effectively with standard and non-routine matters	*		S/I
13	Understanding of and commitment to the University culture and values	*		I

*Method of Assessment
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.