

Role and person profile

Post title:	Payroll Administrator	Location:	Manchester
Division:	Finance and Corporate Services	Department:	Finance Operations
Responsible to:	Payroll Team Leader	Responsible for:	n/a
Scale:	3	Cornerstone behaviours level:	Performer
Post no:	3890, 3891, 3893, 3894, 3895, 3896, 3897		

Section 1 – Accountabilities

Main role purpose:

Deliver designated administration activity for all monthly and weekly payroll preparation and production within AQA, including administration of employee expenses, ensuring that an accurate, efficient, consistent and compliant service is delivered in line with the Payroll department objectives, key performance indicators and service level agreements.

Key result areas:

Key result areas	Outcomes
Customer (external or internal)	Ensures consistent and effective customer service is delivered to all internal and external customers; and builds productive and collaborative working relationships to ensure successful delivery of service level agreements.
	Proactively handles first line internal and external customer queries, using appropriate communication channels and escalating where appropriate, in order to ensure that customers' expectations are managed effectively and that all queries are followed up in a timely and efficient manner, delivering excellent customer experience at all times.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Finance	Ensures that all transactional processes are executed on time, with high levels of accuracy and as efficiently as possible to improve the overall cost efficiency of the department and minimise the risk of error which could result in a financial impact.
	Proactively keeps abreast of developments in legislation and best practice relating to PAYE, NIC, auto enrolment, pensions and other payroll related activity to raise the level of expertise and quality of advice within the department providing the organisation with a value for money service.
Internal processes	Ensures all business process that impact on payroll, such as starters/leavers and annual salary reviews are delivered effectively and collaborate with internal colleagues to find solutions to issues that could hinder the ability to provide timely and accurate payments to colleagues.

	Takes personal responsibility for the effective delivery of the payroll cycle of work using judgement to refer or resolve issues and meets or exceeds established service levels and KPIs in line with departmental objectives maximising AQA's ability to meet its strategic objectives
	Protects AQA's reputation and minimises risk by ensuring the security processes for various electronic files, reports, and documentation are followed, all data is up-to-date and password protected and access is managed and auditable as appropriate.
	Drives a culture of continuous improvement by seeking opportunities for development of the process and procedures operating within Payroll to maximise the overall efficiency and performance of the Payroll department.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture	Takes personal responsibility for career and personal development and growth by seeking opportunities to improve knowledge skills and experience and fully participating in performance management discussions, coaching opportunities and objective setting.
	Supports and inspires peers and other team members to deliver high levels of performance by modelling corporate behaviours with confidence and providing feedback and support to achieve a high performing team status.

Section 2 – Key relationships

Key internal relationships:

- Department Managers
- Colleagues and Associates
- People Services Team
- Pensions Manager

Key external relationships:

- SAGE Helpdesk
- Schools and Centres contacts

Section 3 – Person profile

Knowledge	Assessment
Sound knowledge and understanding of the principles and practices of payroll processing	A/I
Good understanding of the need for financial controls, data protection and confidentiality	I/P
Qualification	
Certification to demonstrate a broad general level of education	A

Skills	
Highly effective communication and interpersonal skills	A/I
Strong keyboard skills, including proficiency in the use of desktop word processing, excel spread sheets and email software	A/I
Ability to use computerised business systems with speed and accuracy	A/I/P
Ability to deal with written and telephone enquiries from internal and external customers effectively	A/I/P
A high level of customer service focus	A/I/P
Able to work effectively as part of a team	A/I/P
Methodical and accurate methods of working	A/I/P
Highly numerate	A
Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Experience of working in a service driven environment to deadlines	A/I
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation