

<b>Job title:</b>	<b>Payroll Advisor</b>
<b>Reporting to:</b>	Payroll Manager
<p><b>General purpose:</b></p> <p>The Payroll Advisor will provide a first class end to end Payroll service to multiple clients.</p> <p>The key priorities of the role will include assisting in the set-up of new clients, being the point of contact for day to day queries on Payroll and Running regular payrolls accurately and efficiently.</p> <p>The Payroll Advisor will ensure that any/all anomalies are reported to the client prior to BACS creation.</p> <p>The Payroll Advisor will have a strong knowledge of current legislation.</p>	
<p><b>Key deliverables:</b></p> <ul style="list-style-type: none"> <li>• Assist with set up of client payrolls in line with client T’s &amp; C’s</li> <li>• Provide end to end payroll service to clients, accurately and on time, including but not limited to: Statutory payments, SMP schedules, starter/leaver calculations, Gross pay calculations, salary sacrifice scheme administration, Furlough calculation and claim, Auto-enrolment and pension administration, Manual calculations, Tax/NI reconciliation Monthly/Annually, RTI, Year End, Monthly/Annual Pension returns, Third party payment reconciliation, Preparation of BACS files and uploading to BACS software/payments using Client Accounts. P11d’s.</li> <li>• Ensure adherence to all Legislation.</li> <li>• Provide Tax/Nics advice to clients/employees.</li> <li>• Answer client/employee queries in a timely manner</li> <li>• Ad Hoc reporting</li> <li>• Journal creation if required</li> <li>• Able to advise on “Best practise” in relation to Payroll</li> <li>• Identify/Suggest improvements to Payroll procedures</li> </ul>	
<p><b>Requirements – experience:</b></p> <ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• End to End payroll (training will be given)</li> <li>• Year End Payroll/EYU (training will be given)</li> <li>• Excellent customer service skills</li> <li>• Excellent communication skills</li> <li>• Up to date with Payroll Legislation</li> <li>• Manual Calculations</li> <li>• Prioritisation ability</li> <li>• Excellent working knowledge of Excel and other Microsoft products</li> <li>• Ability to diffuse effectively, explosive/aggravated situations concerning Pay and stay in control of the situation.</li> <li>• Auto-enrolment experience</li> <li>• Experience of Sage Payroll Software desirable but not essential (training will be given)</li> </ul>	
<p><b>Requirements – qualifications</b></p> <ul style="list-style-type: none"> <li>• Maths GCSE Grade C or higher</li> <li>• English GCSE Grade C or higher</li> </ul>	

**Requirements – personal characteristics**

- Very strong client service delivery ethos
- Flexible, consultative style in approach
- Able to “read” and adjust style to different situations/personalities/client cultures
- Methodical in approach – project style mentality
- Highly accurate and with a strong attention to detail
- Proactive in style
- Approachable but professional in style
- Confident, able to establish credibility quickly
- Confidential, honest and reliable
- Enthusiastic about payroll
- Ability to work as part of a team.
- “Can Do” attitude

**Other points:**

- Full, clean driving license and car owner
- Comfortable with committing to early starts/late finishes
- Adaptable to various payroll software systems

**“Our Professional Values”**

RE**S**PONSIVE  
FRI**E**NDLY  
SUPPOR**R**TIVE  
INNO**V**ATIVE  
COMMI**I**TTED  
ACC**C**URATE  
HON**E**ST|

**“The Way We Work”**

Competency	Behaviour
<b>Being accessible</b>	“Being easy to get in contact with by phone or in person”
<b>Being responsive</b>	“Getting back to clients quickly without needing to be chased”
<b>Listening first, advising second</b>	“Listening carefully to what the client says before responding”
<b>Keeping our commitments</b>	“Doing what we say we will do and on time”
<b>Being consistent in what we say</b>	“Instilling clients with confidence that the advice and guidance they receive from us is consistent”
<b>Being clear in our communications</b>	“Being clear and concise in our written and oral communications with clients”
<b>Being knowledgeable about the advice we give</b>	“Instilling clients with confidence that we have an up-to-date understanding of their HR policies, procedures and processes”
<b>Being approachable as well as professional</b>	“On every occasion engaging with clients, with a friendly, approachable, polite and professional “can do” manner”
<b>Being accurate and on time with what we provide</b>	“Providing clients with accurate, error free documentation and data - and for routine tasks, on time too without needing to be chased”
<b>And when we get it wrong – owning up to our mistakes</b>	“Being open about our mistakes when they happen and owning putting things right”
<b>Not giving “good” service - giving “outstanding” service</b>	“Always giving our clients that little bit extra, over and above what they expect”
<b>Recognising when we need to refer up an issue, but also be willing to learn</b>	“Recognising when the issue the client needs advice on needs to be handled by a more experienced Vero HR team member”