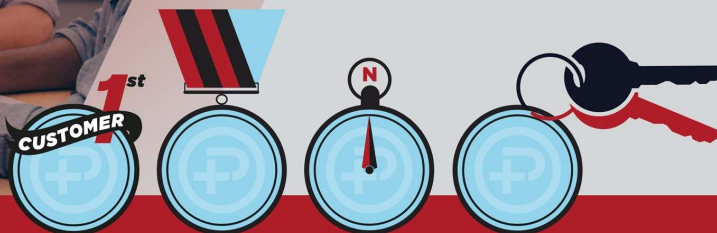




**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE: ILS Payroll Administrator

DEPARTMENT Communities

SALARY £24,000 - £27,000

CAREER GROUP Delivery

DISCLOSURE LEVEL Basic

MAIN PURPOSE OF THE ROLE:

A PeoplePlus Independent Living Service Payroll Administrator works flexibly within our ILS Payroll Team. The role is crucial to meet the requirements of all our stakeholders and is key to enabling the ILS Business Managers to proactively manage their contracts in delivering support to customers whilst meeting Local Authority contractual requirements.

The role will include providing high quality advice, guidance and support to all customers, an efficient Payroll Bureau Service to recipients of Direct Payments who are the employers of Personal Assistants through funding provided by Local Authority, Health and Self-Funding and a managed account which provides a safe and secure service into which Direct Payments money is received and payments are made.

Our service provides the reports which local authorities require to comply with financial regulations and aims to simplify the financial aspects of receiving Direct Payments for our customers. Reporting to the ILS Payroll Manager/ Team Leader, the Payroll Administrator role supports all aspects of payroll administration processing to meet the requirements of both internal and external stakeholders. The role is to provide information that is accessible, current and reliable ensuring the smooth delivery of the end-to-end customer journey.

KEY RESPONSIBILITIES

Payroll:

- Maintaining, calculating, and processing reliable and accurate individual payroll records for employers and employees using payroll bureau software.
- Supporting with the set-up, transfers and closures of payroll records, including HMRC and Pension administration.
- Supporting with the preparation of the payroll process, reports and payments to Personal Assistants HMRC and Pension Providers

- Accurately updating electronic customer records, ensuring these are stored in accordance with Data Protection, GDPR and PeoplePlus data security and audit policies.
- Ensure compliance with payroll legislation, including tax, National Insurance (NI), and pension contributions.
- Manage RTI (Real Time Information) submissions to HMRC.
- Administer pension schemes, ensuring accurate deductions and contributions, including submitting pension data to providers
- Handle all aspects of general payroll, HMRC, and pension-related tasks, including answering phone calls, responding to emails, and addressing general inquiries from both internal and external sources.
- General administrative duties associated to the administration of payroll schemes such as filing, photocopying etc.
- Actively supporting a culture of best practice and working with all colleagues to ensure change is implemented quickly and efficiently.
- Undertaking such duties/tasks as the ILS Payroll Manager/Team Leader may determine are compatible with the responsibility levels of the post.
- Assist with year-end processes, including P60s and P11Ds.

General:

- Ensuring effective communication and support with both internal and external customers including updating of office literature and ILS web pages. Ensuring appropriate and proactive style of engagement within the business.
- Identify and ensure that all key risks, issues, and opportunities are raised to the ILS Payroll Manager/Team Leader in a timely manner.
- Flexibility to support other central service core functions in supporting a diverse caseload of customers, providing advice, guidance and support on matters relating to their service with PeoplePlus in a timely and professional manner including Central Support Call Team and Accounts Services Team.

PERSON SPECIFICATION		
Requirement	Essential	Desirable
Education and Training	✓	✓
Level 3 or equivalent Payroll Qualification		✓
Level 2 or equivalent experience in Business Administration.	✓	
Skills, knowledge and abilities		
Strong understanding of UK payroll legislation, including PAYE, NI, and pensions (knowledge of auto-enrollment is essential).	✓	
IT literate and competent in the use of all Microsoft Office programs specifically, Excel	✓	
Commitment to and understanding of equal opportunities and disability awareness.	✓	
Ability to plan, organise and prioritise workload, with a high level of attention to detail	✓	
Understanding of office administration and responsibilities	✓	
Willingness to go above and beyond when resolving client issues	✓	
Well organised and structured approach to meeting targets and deadlines in a pressurised, quick paced and demanding working environment.	✓	
Able to work on your own and as a part of a busy productive team with daily high volumes of transactional processing.	✓	
Ability to use your interpersonal skills to manage relationships with individuals from a variety of backgrounds and with varying communication needs and requirements that include a degree of unpredictability	✓	
Knowledge relating to Direct Payments / Social Policy / Social Care legislation etc		✓
Knowledge and understanding of safeguarding vulnerable adults and		✓

children.		
Experience in the use of a client accounting/management system or Payroll Bureau software		✓
Ability to pick up and use new skills quickly and easily		✓
Experience		
Experience of working within a payroll administration environment.	✓	
Experience of working in a payroll bureau environment		✓
Proven experience of working to tight deadlines and to agreed targets.	✓	
Proven experience of self-managing a diverse workload	✓	
Excellent customer service skills	✓	
Experience of working with people with disabilities and of all ages and with carers in the private or statutory sector.		✓

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS		Essentials	Desirable
	Customer First - Helping our customers improve their lives is our 'why'.	✓	
	True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	
	Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.	✓	
	Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.	✓	

Additional Information

The role is primarily office-based, with the option to transition to a hybrid working arrangement upon successfully completing the probation period.