

## **Payroll Manager – Interim role Job Description and Person Specification**

<b>Role:</b>	Payroll Manager – Interim role
<b>Place of work:</b>	Brasted / Home Based
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade</b>	Adviser Level – Salary Range £49,000 to £52,000
<b>Reports to:</b>	Director of People
<b>Level of screening:</b>	N/A

### **Who we are**

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

### **Where you fit in**

The Payroll Manager role sits within the People team and is central to ensuring a payroll service that is best in class to both line managers and employees across our Catch22 community.

Our payroll and people services team is the engine that drives our successful People team, they make sure our People get paid accurately and on time and people are on-boarded quickly and compliantly and with everything in between. You will be required to lead a proactive, comprehensive, customer focused payroll service.

You'll be trusted to use your expert knowledge to keep our people services team on top of our payroll and pension arrangements ensuring compliance with internal and external audit expectations.

Based in our Brasted office (hybrid working pattern), you'll take the lead on all aspects of payroll delivery, overseeing the i-Trent system you will work closely with colleagues across People team, Finance and the wider organisation. You'll oversee the monthly payroll process end-to-end, making sure everything runs smoothly.

In this role, you'll play a key part in creating a supportive and inclusive experience for our colleagues, offering clear, friendly payroll advice and helping colleagues understand their pay, benefits and pensions. You'll also mentor and support the people co-ordinators, helping them grow and succeed in aspects of their role that cover inputting data into the system that feeds in to payroll.

Your role also plays a pivotal role in helping to shape the people processes and platforms and build capability by automating processes linked to payroll to ensure an excellent end user experience.

You will have the ability to demonstrate initiative and a proactive approach to work, be able and comfortable to work unsupervised and work across teams to solve problems and to be able to improve the efficiency of the existing processes.

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### **Main Duties & Accountabilities**

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In this role you will use your payroll expertise working directly to support colleagues and contribute to a charity making a real difference.

- To be the point of contact for all payroll related queries regardless of the nature of the enquiry.
- Provide technical payroll advice and expertise to colleagues across Catch22, dealing with complaints and complex queries through to effective resolution, suggesting and implementing continuous improvement activity to prevent any reoccurrences of omissions and processing.
- To take full responsibility for the payroll to ensure the effective administration of all payroll critical deadlines and timescales ensuring errors are minimal for the current payroll and any future payrolls that we onboard.
- Keep up to date will all payroll legislation, HMRC rulings and pension regulations and make recommendations as to the implications and how these can be best implemented.
- To be Catch22's lead adviser on all matters relating to payroll, pension and related functions including up-to-date expert knowledge in legislation relating to all payroll/pension matters, including lawful deductions and auto-enrolment.
- Act as a payroll process subject matter expert to advise on optimal service delivery
- Contribute to the development of the company's people strategy and ensure the effective operational implementation of all payroll initiatives, projects and programmes.
- From a payroll perspective, support the change management processes across the charity, in partnership with people colleagues, senior managers and local management teams, including restructuring, redundancy consultation, variation of contracts and TUPE transfers
- Develop and maintain relationships across a broad range of stakeholders, including managers, employees, workers and volunteers
- Oversee all payroll activity, manage the payroll inbox, reconciliations and reporting, and act as the point of escalation whenever required.
- Calculating and communicating any over/under payments made to staff and Managers.
- You'll ensure all statutory deductions are accurate and all submissions are made to HMRC, including EPS and FPS within the defined timeframes.
- You will manage the organisations relationships with our pension providers which includes LGPS, TPS, NEST, Standard Life and others. Upload LGPS information onto I-connect and uploading Teachers Pensions, Standard Life and Nest contributions/information to their portals.

- Responsible for managing employee benefit schemes such as car salary sacrifice cycle to work, salary sacrifice, smart tech etc.
- Downloading Tax codes and other HMRC notifications.
- Day to day processing including starters, leavers, variations, pensions including auto-enrolment, court orders and any other ad hoc pay related input.
- Reviewing, entering/uploading timesheets onto the current Payroll system.
- Responsible for the input, calculation and recording of maternity, paternity, adoption and shared parental leave payments both statutory and occupational and KIT days.
- Ensure that the exception reports are checked and necessary remedial action is put in place as necessary to ensure employees are paid accurately.
- Perform accurate data calculations and analysis of payrolls, including statutory and occupational payments, deductions and reconciliation of movements and validation of variances (gross & net)
- Ensure BACS is sent off to Finance in a timely manner.
- Responsible for ensuring that all the monthly 3rd party payments are paid in a timely manner.
- Responsible for ensuring that the monthly and year-end processes are carried out
- Complete and validate regulatory returns and reporting including processing monthly and annual payments and benefits within timescales and quality standards e.g. P11d, P60s, PSA, FPS, Pensions returns, P45s etc.
- Assisting with and running payroll related year end Audit reports for Finance and to answer queries.
- Lead the continuous monitoring of new and emerging employment legislation and associated codes of practice and integrate these developments as appropriate into the payroll activities. Liaising with external bodies and working groups where necessary.
- Train and upskill colleagues on key processes and procedures that will support in ensuring a timely and effective payroll is achieved.
- Support with pay modelling working closely with the finance, and employee experience teams.
- Update policies and processes as and when required.

**System related:**

- Testing all new changes made in the test and live system, e.g. new absence schemes, pension schemes etc.
- Checking all system updates by MHR.
- Updating project/cost codes for services and individual employees as needed.
- Creating/closing Payrolls, pension schemes and PAYE schemes as and when required
- Creating/Updating new payroll elements and costing them as and when required
- Work with the systems team to ensure the transfer of data between systems transfers over correctly. To correct and remedy any issues that arise from this on a weekly basis.

**Other:**

- Balancing General Ledger reports for Finance
- Analysis and production of periodic and ad-hoc information, communicating findings.
- Ability to train managers to effectively use the systems and processes we have in place at Catch22.
- Maintain and follow GDPR and Data Protection guidelines at all times.
- Maintain confidentiality at all times

- Carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.

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**What does good look like for this role?**

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- Our people get paid accurately and on time, and regulatory reporting is completed within the expected deadlines
- There is a high-end user experience at all touch points with the payroll service
- Experience working with HR and payroll systems (ideally iTrent), including supporting system improvements and reporting
- A collaborative mindset and the ability to build positive relationships across teams
- Experience mentoring or supporting others, with a genuine interest in helping people develop and do their best work
- Strong communication skills, attention to detail, and a high level of integrity and confidentiality
- Ability to share and impart knowledge and expertise through a variety of communication channels.
- A growth mindset open to change and new ideas.

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**Organisational Relationships**

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- People team
- Finance team
- Directors and Assistant Directors
- Employees
- External suppliers/partners

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<b>Payroll Manager</b> <b>Person Specification</b>		
<b>Competency</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A full membership (or equivalent) of the Chartered Institute of Payroll Professionals and a commitment to continuous learning</li> <li>• Degree or relevant professional qualification</li> </ul>	Payroll Manager Qualification
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Employment and data protection (GDPR) law</li> <li>• Diversity and inclusion</li> <li>• Knowledge of MHR iTrent System</li> <li>• Systems and digital solutions knowledge</li> <li>• HMRC guidance and pension legislation</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Customer facing, standalone experience and dealing with complex and routine queries.</li> <li>• Strong experience managing payroll in a complex organisation, with in-depth knowledge of payroll, pensions, tax and statutory requirements.</li> <li>• A proven track record of delivering accurate monthly payrolls, reconciliations, deductions and year-end processes with very low error rates.</li> <li>• Pension and payroll experience, ideally with experience of government, NHS and or other types of schemes.</li> <li>• Confidence managing HMRC requirements including RTI submissions, auto-enrolment, P11Ds, P45s and P60s</li> </ul>	<ul style="list-style-type: none"> <li>• Designing and delivering training</li> <li>• Extensive experience of the set up and design and implementation of new payroll systems within a complex organisation.</li> <li>• Experience of outsourcing payroll services</li> <li>• Awareness of processes and procedure across the HR lifecycle.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience turning payroll data into clear, meaningful reports and insights for managers and senior stakeholders</li> <li>• Payroll system set up and implementation and leading on payroll related projects.</li> <li>• Running and managing monthly payrolls and pension schemes (in iTrent)</li> <li>• Analysing data and producing reports</li> <li>• Building relationships and working in partnership within internal and external stakeholders</li> <li>• Experienced in the redevelopment of processes using lean principles to ensure an accessible, straightforward and digital approach for the user</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent analytical, numerical skills, with the ability to spot issues early and find practical, people-centred solutions and summarise findings for different audiences.</li> <li>• The ability to provide clear, approachable payroll advice to colleagues at all levels, including senior leaders</li> <li>• Experience working with HR and payroll systems (ideally iTrent), including supporting system improvements and reporting</li> <li>• The ability to assess priorities and to organise operational work delivering to tight deadlines.</li> <li>• Strong stakeholder and relationship management and communication skills</li> <li>• Coach and mentor</li> <li>• Negotiate and influence</li> </ul>	

	<ul style="list-style-type: none"><li>• Communicate effectively (verbal, non-verbal, written, digital)</li><li>• Flexible and adaptable</li><li>• Ability to manage high workload and conflicting priorities.</li><li>• Creative and innovative</li></ul>	
<b>Other</b>	<ul style="list-style-type: none"><li>• Share Catch22 values</li><li>• Awareness of and commitment to Equality and Inclusion</li><li>• Willing to travel and work flexibly</li><li>• Desire to develop and undertake training as required</li></ul>	