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| People & Payroll Shared Services Manager **Job Description and Person Specification** | |
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| **Role:** | People & Payroll Shared Services Manager |
| **Place of work:** | Brasted / Home Based |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade** | Grade I |
| **Reports to:** | Director of People |
| **Level of screening:** | N/A |
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| 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'.](https://www.catch-22.org.uk/about/our-vision/)

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.

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| Where you fit in |
| The People & Payroll Shared Services Manger sits within the People team and is central to ensuring our people and payroll provide a best in class service to both line managers and employees across our Catch22 community.  Our 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 transactional HR service across the whole people lifecycle and organisation.  You'll be trusted to use your expert knowledge of right to work, recruitment and general employment legislation to lead the HR Shared Services team, keeping them on top of our payrolls and pension arrangements ensuring compliance with internal and external audit expectations.  Your role plays a pivotal role in helping to shape the HR processes and platforms and build capability by automating processes to ensure an excellent end user experience. You will lead and develop a team of Shared Services professionals, working with your team to continually drive for improvements in processes and service delivery. | |
| Main Duties & Accountabilities |

* Lead the HR Shared Services team, and manage, coach and develop team members so they are sufficiently equipped and cross skilled to perform their duties
* Lead and drive the operational performance and service excellence of the employee lifecycle support to ensure that it is delivered with accuracy and in line with agreed standards. This will include the management, development and implementation of all people processes related to the charities policy and employment legislation. Identifying and minimising organisational risk, both from a BAU perspective and on ad hoc projects
* To take responsibility for the payrolls to ensure the effective administration of all payroll critical deadlines and timescales ensuring errors are minimal
* 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
* Analyse data to manage workflow, identify trends, provide insights and make recommendations to stakeholders and HR leadership. You will support the team with more complex requests and work closely with our HR Business Partners when requests need their support.
* Act as an HR process subject matter expert to advise on optimal service delivery
* Drive process enhancements with a bias toward tech-driven solutions & an excellent end user experience
* Own the reporting, dashboards and all other produced metrics for HR related data, ensuring regular review and engagement with stakeholders across the charity to identify whether data provided is appropriate and meaningful
* Contribute to the development of the company’s people strategy and ensure the effective operational implementation of all people initiatives, projects and programmes.
* 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, reconciliations and reporting, and act as the point of escalation whenever required
* You’ll ensure all statutory deductions are accurate and all submissions are made to HMRC within the defined timeframes.
* You will manage the organisations relationships with our pension providers which includes LGPS, TPS, NEST, Standard Life and others
* Lead the continuous monitoring of new and emerging employment legislation and associated codes of practice and integrate these developments as appropriate into the employment policy review programme and associated staff development activities. Liaising with external bodies and working groups where necessary.
* Undertake specific one-off activities (including delivery of relevant training) and/or to participate in longer term strategic projects across the Charity, either taking the lead or acting as a member of a multifunctional team
* 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? |

* Our people get paid accurately and on time, and regulatory reporting is completed within the expected deadlines
* Our people are on-boarded quickly and compliantly and Catch22 becomes an employer of choice.
* There is a high-end user experience at all touch points with the People Services team
* Implement improvements to processes and be able to track improvements
* Time to hire is reduced
* Turnover is reduced, workforce stability and levels of employee engagement are improved.

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| Organisational Relationships |
| * People team * Finance team * Directors and Assistant Directors * External suppliers/partners |

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| **People & Payroll Shared Services Manager**  **Person Specification** | | |
| **Competency** | **Essential** | **Desirable** |
| **Qualifications** | * Degree or relevant professional qualification | Payroll Manager Qualification |
| **Knowledge** | * Employment and data protection (GDPR) law * Diversity and inclusion * ATS systems * Digital solutions * HMRC guidance and pension legislation | Knowledge of MHR Itrent System |
| **Experience** | * Significant experience of delivering generalist HR Services in a customer focussed environment and delivering to agreed performance indicators * Demonstrable experience of leadership and management of teams with the ability to engage and motivate staff in a fastmoving environment * Demonstrable experience of working effectively within a team to deliver a shared vision and underpinning priorities. * Payroll system set up and implementation. * Running and managing monthly payrolls and pension schemes * Analysing data and producing reports * Building relationships and working in partnership within internal and external stakeholders * Experienced in the redevelopment of processes using lean principles to ensure an accessible, straightforward and digital approach for the user | * Designing and delivering training * Extensive experience of the set up and design and implementation of HR processes and services within a complex organisation. |
| **Skills & Abilities** | * The ability to assess priorities and to organise operational work and support strategic work accordingly, delivering to tight deadlines. * Strong stakeholder and relationship management and communication skills * Coach and mentor * Negotiate and influence * Communicate effectively (verbal, non-verbal, written, digital) * Able to analyse detail and summarise findings for different audiences. * Flexible and adaptable * Ability to manage high workload and conflicting priorities. * Creative and innovative * Able to apply a commercial approach and understanding to ensure service is aligned to business goals. |  |
| **Other** | * Share Catch22 values * Awareness of and commitment to Equality and Inclusion * Willing to travel nationally and work flexibly * Desire to develop and undertake training as required |  |