

<b>Role Title</b>	Payroll Executive
<b>Reports to</b>	Global Payroll Manager
<b>No. of direct reports</b>	N/A
<b>Full / Part Time</b>	Full Time
<b>Grade</b>	C1
<b>Location</b>	Wakefield
<b>Created/Updated by</b>	Susan Clayton
<b>Created/Updated on</b>	October 22

*Helping people, organisations and economies develop their skills for growth*

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

### Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Job Summary

Reporting to the Global Manager you will be responsible for accurately processing data for over 1300 UK staff and over 700 Consultants and liaising with internal stakeholder to ensure the service is run accurately on time.

As part of a small team, you will be supporting the Global Payroll Department on all payroll duties including starter, leaver and monthly changes, reconciliations and journals, process mapping and administering the pension scheme changes. You will be expected to interpret

and implement business and regulatory changes and offer a first class transactional and administrative pension service to members and stakeholders.

You will receive full training to be able to provide cover for the team in the delivery of a seamless payroll service

You will offer administrative support for the various pension schemes across the Group and will undertake tasks such as re-enrolment or joining or leaving membership of one of the pension schemes and become the custodian of 'My Support Centre' dealing with queries and forwarding any pension queries to our providers as and when required. You will reconcile the monthly pension contributions and submit the monthly return via the pension portals to update and include changes such as new joiner and leaver information.

You will also liaise with the People Services Team, Finance and the Reward Adviser, providing support as and when required.

You will be operating within controls, standards, and practices to ensure that all payroll activity across the Group is entirely compliant and of the highest quality – ensuring a great experience for employees and associates of the Group, all the while ensuring total compliance to all legislation (and GDPR).

We will need you to be able to understand and help document key processes in order to help continuously review the way they work.

#### What you'll be doing

- Under the supervision of the Global Payroll Manager, you will support the UK and International Payroll processes, ensuring that all GBS payrolls are carried out accurately and in line with Group controls and guidelines.
- You may from time to time be required to provide cover for your team as well as represent the function
- You will also assist with the migration of other current and new payrolls into the central model as required
- Your analytical skills will be required to ensure a reporting suite is developed and distributed as required
- You will support your team members with Payroll reconciliations and Monthly Journal preparation for Finance
- You will support the Payroll Manager during Audit, providing payroll evidence during the year and at year end as and when required
- You will be a key contact point for employee queries and will need to ensure that they are managed efficiently or escalated as appropriate.
- You will assist in ensuring that all services provided by our payroll function are delivered in line with agreed SLAs and performance measures

- You will offer administrative support for the various pension schemes across the Group, submitting monthly returns on time
- You will be the Group support contact for Payroll, Pension, Tax & National insurance including benefit in kind across the business, handling complex queries.
- Assisting the Payroll Department in reviewing and continually improving current processes (including key touch points in Employee Experience/HR) ensuring they are fit for purpose, understood and embedded to improve and enhance the efficiency and effectiveness of the payroll function. Streamline and automate end to end payroll processes for optimal efficiency, fully leveraging available automation and technology solutions.
- Ensuring that online process guides and training materials are maintained and always accurate, relevant, compliant with policy and up to date
- Managing stakeholders effectively to ensure that your manager is kept appraised of performance, risks, and escalation of major decisions in these areas.

#### **How success will be measured**

- All staff and contingent workers paid, accurately (with no errors) and on time across all payrolls (GBS and those not yet migrated to the central model) with correct approval processes having been undertaken
- Evidence of maintaining high quality relationships with internal and external stakeholders, effectively challenging, questioning, and escalating in an appropriate and timely manner as required
- Accurate, efficient accounting processes and that all key processes are clearly documented (and updated regularly)
- Adding value into decision making across people related areas and evidence of keeping knowledge, skills, and practices up to speed with external best practice and legislation
- High performing key metrics for the overall payroll process (and other parts of the employee lifecycle) and positive feedback from pulse surveys and customer satisfaction surveys
- Data integrity and policy & process compliance
- Quality assurance embedded throughout Payroll processes and procedures
- Continued improvement achieved in employee engagement as measured by the employee engagement satisfaction survey

## What we're looking for

### We can't live without...

- Experience of working within an in-house payroll function of a similar size and scale
- Experience in UK payroll processing
- Ability to multitask and work to strict deadlines under pressure with a natural ability to prioritise under minimal supervision
- Strong attention to detail and ability to quickly spot and act on things that don't look right
- Good stakeholder management skills and written and verbal communication ability
- Strong analytical skills and ability to maintain and manage high quality master data

### We would love you to have...

- Experience working in a Shared Service model and knowledge of good practices
- Experience of Microsoft Office (Excel, Word)
- Experience of Payroll process improvement
- Some experience of working with financial systems and confident with numbers

## The way we prefer to work

### Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

### Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

### Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

**Do what you say you are going to do**

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

**Proactively find and take new opportunities**

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

**Welcome feedback and continuously learn**

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything