**1. General Information**

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| Job Title | Payroll Administrator |
| Department | FMP Global Payroll Services |
| Line Manager | Bureau Team Leader |

**2. Position Objectives**

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

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| Working within the small business team to process small payrolls, and all bureau service payrolls. Liaising with clients to arrange receipt and return of Payrolls, ensure full managed service is delivered from data entry, checking of work, creation of BACS files, to output of reports and payslips. Following a structured training and development plan and using skills matrices to build skills enabling progression into the Payroll Manager role.  |

**3. Duties & Responsibilities**

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

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| Major Areas of Responsibility | Percentage of Time Required (increments of no less than 10%) |
| Checking Payrolls | 25% |
| Processing Payrolls* Data Entry
* Printing Reports
* Printing Payslips
* Printing P45s
* Packaging for dispatch
* Preparing emails to send reports to clients
 | 50% |
| Other – Training, Administration etc | 25% |

List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

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| Secondary ResponsibilitiesCreating processing schedules on annual basis.Maintaining Client Procedures and front sheetsPrinting and dispatching P60sFulfilling any objectives and targets set out in annual appraisalsAny other duties as may from time to time be reasonably required |

**4. Key Working Relationships**

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

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| Job Title/Department | Purpose of Contact |
| Team Leader | First point of contact for Payroll Administrator, general support of your day to day role, escalation of client queries where required. |
| Operations Manager | Escalation of queries, general support in absence of Team Leader, procedures, issues.  |
| Implementation Manager | Training and support. |
| Accounts | Ensuring Payrolls requiring Net Collections are notified to Accounts via the Daily Collections sheet, providing monthly Invoicing figures. |
| Support Desks | For software support issues. |
| Office Administrator | Directing phone calls, ordering stationery, distribution of post, franking of outgoing post and courier collections. |
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**5. Decision Making Authority**

(a) List any formal guidelines, policies, procedures etc. that exist to guide the work and which must be complied with in fulfilling the job responsibilities.

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| As well as all Company policies and procedures, the Payroll Administrator must comply with the General Procedures Manual. Specific client requirements are set out on the front sheets which explain how the payroll is to be run. It is essential that this is complied with. |

(b) What issues should be referred to a manager / team leader before taking action?

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| The payroll manager should be contacted in the first instance, if they are unable to resolve any issues or queries they should escalate them to their team leader. |

(c) Which of the following statements best describes the decision making authority of this role?

* Follows routine procedures; no independent decision making; performs work under close guidance.
* Some independent decision making; makes recommendations; others take action; performs work under moderately high level of guidance.
* Makes recommendations and gives direction to others; performs work fairly independently or with minimal guidance.
* Independent decision making; takes independent action with little direction or supervision.

**6. Job Specification**

Summarise the specific knowledge, skills and abilities the job requires.

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| Factor | Essential  | Desirable |
| Qualifications | 5 C grade or above GCSEs including Maths | Any Payroll Qualification/Certificate |
| Experience | Experience in a Payroll Department | Experience in the process of running payrolls |
| Knowledge | A general understanding of Payroll, understanding forms P45/P60  | Current Legislation |
| Communication Skills | Excellent telephone manner, high level of Customer Service skills, |  |
| Personal Attributes | The ability to deal calmly and sympathetically with clients in stressful situations, patience and tact, good team working skills, helpful, trustworthy  |  |

**7. Special Job Conditions**

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

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| Generally no requirement to travel. The majority of Payrolls pay at the end of the month which is the busiest time in the department, there is sometimes a need to work longer hours in this time, however we have a Time Off In Lieu policy enabling hours to be taken off in the quieter times when additional have been worked.  |

**Job Holder**

|  |  |
| --- | --- |
| Name |  |
| Signature |  |
| Date |  |

**Line Manager**

|  |  |
| --- | --- |
| Name |  |
| Signature |  |
| Date |  |