

Payroll Services Officer

Job Ref: REQ260735

School/Department summary:

The Department of Human Resources is a key professional service within the University. We support the University's mission by delivering a high quality, progressive, equitable and inclusive employment experience, working closely with leaders in the organisation. Our vision is for the University to be a diverse and inspiring place to work that enables people to be themselves and perform at the highest levels in support of the University's ambitions. The Department comprises the following teams:

- HR Partnering
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services
- Reward and Benefits

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

Work as part of a team to provide a high quality, solution focused payroll service to the University, its associated companies, employees and their managers

Contribute to delivering a high quality, progressive, equitable and inclusive employment experience for all staff in support of the University's mission

Job Duties

- Support the Senior Payroll Services Officer by providing dedicated support to nominated areas of the University whilst working as a team to provide an overall high-quality seamless service
- Support end to end payroll processes
- Ensure HR systems and documents are updated accurately and in a timely way
- Identify ways in which the service can continuously improve
- Receive a range of payroll queries and respond to them in a solution focused way
- Ensure all payrolls are processed accurately and on time
- Ensure all third-party payments, including pension scheme payments and statutory payments, are processed accurately and on time
- Ensure all payrolls are reconciled prior to BACS release
- Adhere to best practice payroll processes with a focus on continuous improvement
- Maintain and update HR webpages as required
- Maintain confidentiality in relation to people matters and information management complying with GDPR
- Work with colleagues across all HR teams to provide a joined up and efficient service.
- Analysis of data when required
- Contribute to projects as a payroll subject matter expert
- Any other reasonable duties as assigned by the Director of HR

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Senior Payroll Services Officer

Direct Reports: N/A

Budget Responsibilities: N/A

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of working in a payroll environment	1
	Experience of processing high levels of payroll tasks with a high level of accuracy in a timely manner	1,2,3
	Experience of using IT Payroll systems	1,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
Skills and abilities	An appreciation of the role of payroll in creating a high quality, progressive and inclusive employment experience	1,3
	Meticulous attention to detail	1,3
	Problem solving - Ability to identify and resolve issues effectively, using initiative and sound judgement	1,2,3
	Accountability – Takes ownership of work, ensuring accuracy, meeting deadlines and following tasks through to completion	1,3
	Strong interpersonal skills to be able to build relationships with a range of stakeholders	1,3
	Commitment to equity, diversity and inclusion	1,3
	Commitment to high levels of customer service and providing a positive employee experience	1,3
	Competent in Microsoft applications - Excel, Word and Outlook	1,2,3
	Flexible approach, able to adapt to changing environment	1,3

	Understanding of statutory legislation and employment law as it relates to payroll	1,2,3
Training		
Qualifications	GCSE level education or equivalent experience	1
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of using iTrent	1,3
Qualifications	Certificate in pensions or payroll administration e.g. CIPP/The Payroll Centre - Technician Certificate, Advance Technician Certificate or Payroll Specialist Certificate	1

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.