

# Job Description

## Payroll & Pensions Advisor

### People Services

Grade: E

Role profile: Full Time, Permanent

	Duties of the role
<p><b>Overall purpose of the role</b></p>	<p>The role is responsible for ensuring that all payroll inputs are accurate and completed in a timely manner in preparation for monthly payroll processing. The post holder will provide expertise in the resolution of complex payroll and pensions queries, act as a key escalation point, and support the development, training, and upskilling of the wider team to strengthen capability and resilience across the service.</p> <p>The role will contribute to the delivery of a high-quality, efficient, and compliant Payroll and Pensions service, ensuring adherence to relevant legislation, policies, and best practice.</p> <p>The post holder will also be responsible for monthly pension submissions in accordance with statutory and regulatory requirements. The role will oversee pension reporting requirements, investigate and resolve complex pensions queries.</p> <p>It will also support service development, continuous improvement initiatives, system testing, and project delivery in line with organisational priorities, under the direction of the Payroll &amp; Pensions Manager.</p>
<p><b>Main duties and responsibilities</b></p>	<p>Oversee and coordinate the preparation and input, by the wider team of monthly payroll data, ensuring accuracy and compliance with internal procedures and statutory requirements.</p> <p>Review payroll input, ensuring adequate audit processes, to identify discrepancies and ensure timely corrections prior to monthly payroll processing.</p> <p>Assist in resolving complex payroll queries, providing clear and accurate guidance to employees and stakeholders.</p> <p>Act as a point of escalation for payroll-related issues, working collaboratively with HR and finance teams.</p> <p>Identify opportunities to improve payroll processes, controls, and efficiencies.</p> <p>Contribute to the development and delivery of training for the wider team, ensuring knowledge sharing and continuous improvement.</p> <p>Maintain up-to-date knowledge of payroll legislation and best practices. Accurately and promptly input and manage HR and payroll data.</p> <p>Address payroll inquiries from employees, HMRC, and third parties, offering guidance and solutions.</p> <p>Maintain the confidentiality of customer data at all times.</p> <p>Generate scheduled and ad-hoc-payroll reports as required.</p>

The role will manage and support monthly pension reporting activities, ensuring the accurate and timely submission of data in line with regulatory requirements. This includes undertaking pension processes across multiple schemes, including;

Teachers' Pension Scheme (TPS) monthly contribution reconciliations,

Local Government Pension Scheme (LGPS) iConnect submissions,

Universities Superannuation Scheme (USS) HR and contribution reporting,

Universities and Colleges Retirement Savings Scheme (UCRSS) Aviva file processing.

The post holder will ensure the accurate recording and, where required, submission of pension data using both manual and online systems relevant to each scheme, reviewing and correcting data as necessary to maintain data integrity.

The role will also be responsible for administering all correspondence arising from monthly submissions, supporting year-end reporting processes including checking and resolving queries, and undertaking ad-hoc pension reporting and validation activities as required to support the wider service.

The role will support system testing and payroll processing activities to ensure the ongoing effectiveness and accuracy of payroll and pensions systems. This includes undertaking User Acceptance Testing (UAT) of new SAP functionality, working closely with the Payroll & Pensions senior team to identify and implement system improvements that support the continuous development of payroll and pensions processes.

The post holder will also be responsible for monitoring SAP notes, system changes, and upgrades, ensuring that all changes are thoroughly reviewed and tested prior to implementation.

Where required the post holder will deputise and provide cover for senior team members as necessary, maintaining the knowledge and capability to process the monthly payroll through to BACS submission, ensuring accuracy, compliance, and adherence to deadlines.

In addition, the role will work in partnership with the Payroll & Pensions senior team to review and maintain payroll and pensions content on DMU Connect, ensuring that both internal and external information is accurate, up to date, and presented to a high standard.

Support and cover the Payroll & Pensions Supervisor duties to facilitate the successful completion of the monthly payrolls.

Responsible for data accuracy and application of Professional Services and Academic Increments.

Responsible for data accuracy and application of annual Pay Awards.

Ensure correct application of all annual changes to payroll deductions such as, but not limited to, car park, annual leave purchase and unions.

**General**

Keep abreast of government and legislative changes and to advise Deputy Payroll Managers of changes required to ensure DMU's processes are compliant.

Proficient in the use of Microsoft Office packages, in particular Excel, with excellent attention to detail skills and an ability to quickly learn and adapt to new software/ systems

Perform any other duties commensurate with the job grade as reasonably required from time to time.

Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

## Person Specification

### Payroll & Pensions Advisor

#### People and Organisational Development (POD)

Grade: E

Role profile:

Full Time

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Technical</b>	Professional qualification (CIPP) or a minimum of 3 years recent experience in a payroll processing environment	Essential		x			x
	In-depth knowledge and experience of a Payroll function and employee lifecycle from New Starter to Leaver	Essential		x	x		
	Payroll experience of working within an Education or Public sector		Desirable	x	x		
	In depth knowledge DB / DC pension processing and reporting requirements, such as TPS, LGPS, USS and UCRSS.	Essential		x	x	x	
	Experience of using an integrated HR, Payroll & Finance system (such as SAP, iTrent, Northgate, Resourcelink or Oracle)	Essential		x	x		
	Excellent attention to detail skills and an ability to quickly learn and adapt to new software / systems	Essential		x	x		
	Proficient in the use of Microsoft Office packages, in particular Excel, especially in VLOOKUP's & Pivot Tables	Essential		x	x	x	
<b>Performance Management</b>	Ability to effectively plan, prioritise, and manage several tasks simultaneously	Essential		x	x		
	Able to be calm and resilient under pressure	Essential		x	x		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
<b>Customer Service</b>	Ability to communicate with customers of all backgrounds and at all levels with Professionalism	Essential		x	x		
	Strong verbal and written communication skills with the ability to communicate technical information to a non-technical audience	Essential		x	x		
<b>Personal Effectiveness</b>	Ability to suggest new and innovative solutions to improve service delivery and customer experience	Essential		x	x		
	Sensitive to a diverse range of staff and customer needs	Essential		x	x		
	Ability to demonstrate tact and diplomacy when dealing with both internal and external customers	Essential		x	x		

\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence