

Job Description

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| Job Title | Apprentice Payroll & Pensions Officer |
| Directorate | Strategy and Change |
| Service Area | People & Organisational Culture |
| Grade | Payroll and Pensions |
| Competency Level | AP2 |
| Salary | £24,547 |
| Job Type | Hybrid |
| Location | Cunard Building |
| Disclosure and barring service (DBS) | Not required |
| Job Evaluation Ref No | Not applicable |

Job Purpose

An 18-month fixed term apprenticeship undertaking and completing a Payroll Administrator level 3 qualification, working in a supported environment to develop skills and knowledge.

Accurately calculate pay, raise debtor accounts, and pay expenses for an allocation of employees in accordance with practices and procedures, and in line with conditions of employment & statutory regulations.

Provide advice and guidance relating to the application of the HMRC Regulations to employees, their representatives, Head teachers, managers of City Council and other agencies.

Directly Responsible For:

Not applicable

Directly Responsible To:

Payroll/Pensions Team Leader

Main Areas of Responsibility:

- Following training, accurately calculate pay, raise debtor accounts and pay expenses for an allocation of employees in accordance with practices and procedures, and in line with conditions of employment & statutory regulations
- Ensure that all duly authorised notifications of adjustments to existing payroll records are made within one pay period of notification and that they are calculated and paid in compliance with all legislative frameworks governing payroll

- Ensure that employees are duly removed from the payroll for payment purposes when notified and ensure that removal should be achieved no later than the pay period after date of cessation of employment
- Minimise the need for manual calculations by contributing to the continuous process of improvement and development of procedures to standardise working practices
- Following training, update the HR Payroll Intranet site as requested by your line manager
- Following training, provide advice and guidance relating to the application of the HMRC Regulations to employees, their representatives, Head teachers, managers of City Council and other agencies
- As part of the development process, calculate and provide all necessary pensions documentation to the pensions fund in a timely manner. To include details for starters, leavers, optants out, personal changes, maternities, strikes and any other relevant changes
- Represent the City Council at meetings, including the customer contact programme when required
- Ensure compliance with service level agreements and adherence to data protection and confidentiality protocol
- Assist in the processing of salary sacrifice arrangements for the purchase of annual leave, childcare vouchers, Cycle to work, and Car salary sacrifice schemes
- Comply with the company's policy requirements in relation to equal opportunities and to ensure the implementation and development (where appropriate) of non-discriminatory practices in all aspects of work and service provision

Supervision and Management Responsibility:

- No supervision or management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for sustained period of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSEs at grade A-C/9-4 including English and maths (or equivalent) (A,I)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Payroll Administrator Level 3 Apprenticeship qualification (A,I)

Experience

Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)

Desirable

- Demonstrate a logical and practical approach to tasks.
- Demonstrate a professional attitude and approach at all times

Skills/Abilities

Essential

- Excellent attention to detail with the ability of dealing accurately with high volumes of work and to tight deadlines (A,I)
- Demonstrate excellent communication skills both verbal and written (A,I)
- Able to follow instruction and adhere to procedures and regulations to ensure work carried out meets the requirement of the service (A,I)
- Good organisational skills with the ability to prioritise workloads to meet deadline (A,I)
- Able to work as part of a team to meet business objectives (A,I)

Desirable

- Able to develop creative solutions to problems
- Able and willing to use initiative when faced with non-routine situations or requests

Commitment

Essential

- To learn and progress by undertaking training to obtain the necessary skills and knowledge for the role (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A strong team player able to work flexibly to meet the needs of the service