



Recruitment Pack

Payroll & Pensions Administrator

18 - 21 hours per week, across 3-4 days

Permanent

Dear Candidate,

I am delighted that you have shown interest in joining our team.

As part of our small HR and Payroll team, you'll be responsible for the accurate processing of payroll and pensions administration, with the support of the HR & Payroll Manager. You'll be updating and reviewing all payroll data, investigating pension errors, liaising with the finance team to process ad hoc payments, and managing the reimbursement of all expenses. You'll benefit from the exposure to our wider HR team, so you can easily reconcile absence records for deductions and collaborate in streamlining process and record-keeping, relative to payroll and pension administration.

You'll have evident experience in processing payroll, preferably using Microsoft excel, so creating numerical formulae and manipulating data will be second nature to you. You should have knowledge of statutory pension legislation, and if you don't have experience in NHS pensions, you'll be prepared to jump in and learn fast, as the NHS pension scheme is one of the most complex schemes to navigate.

You'll need to have a methodical approach to pension administration, as there are often multiple workstreams to manage at any one time, including retirement applications, pension projections, annual update administration, and resolving historical pension errors. Time management will be key to ensuring the monthly payroll process is delivered effectively, by our deadline, alongside your other duties. You'll have the support of our external pension advisor, as well as our Finance Manager, but you will be expected to identify and investigate pension queries and errors without supervision, in the first instance.

The ideal candidate will have experience with NHS pension administration, however, applications from candidates with strong payroll and pensions administration experience from other sectors are welcomed. You should have at least 3 years' experience in processing payroll or working in a pension focused role. In return, you will enjoy membership of the coveted NHS pension scheme, as well as 25 days annual leave (pro rata), generous NHS employee discounts, wellbeing initiatives, free parking and more.

To apply

- Provide an up to date CV and a supporting cover letter detailing how you meet the requirements of the role
- Applications are to be e-mailed to soccg.livingwell-recruitment@nhs.net

Thank you for your interest and we look forward to hearing from you.



Dave Barclay - Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 9 GP Partners, as well as 15 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for an exceptional administrator who wants to embrace the changes in general practice and who values our aspiration to provide excellent service, always.

Come and talk to us, come and see what we are doing, come and join us.

Job description & person specification

Job Title:	Payroll & Pensions Administrator
Status:	Permanent
Salary:	£11.25 - £12.40 per hour, DOE
FTE:	18 – 21 hrs (worked across 3 – 4 days)
Location:	Practices of Living Well PCN Southampton
Accountable to:	HR & Payroll Manager
Team / Function	HR & Payroll

Overall Aim

The Payroll and Pensions Administrator is responsible for the efficient and effective processing of all payroll and pensions related activity within the HR and Payroll function. To ensure the provision of a high-quality administration service, whilst complying with all statutory and legal regulations.

Key Responsibilities

1. Payroll Processing

- Prepare and review the monthly payroll submissions, as needed.
- Process all payroll additions and deductions including overtime, expenses and sickness absences, and update the payroll notes.
- Liaise with line managers and employees in the resolution of absence and overtime recording errors
- Work with the HR Administrator to reconcile all absences across platforms, before applying in monthly payroll.
- Process all contract changes, pay rate changes, and starters and leavers, on the payroll spreadsheet.
- Manage all incoming expenses claims, actioning through payroll or finance team, as appropriate.
- Ensure the accuracy of payroll data through internal checklist system, regular communication with wider HR team and individual employees, when appropriate.
- Liaise with the external payroll provider, finance team and any other parties in the processing of monthly payroll.
- Responsible for the authorisation of payroll, in the absence of the HR & Payroll Manager.
- Following monthly pay-run, extract all required documentation and file in the appropriate folders on the HR server.
- Continually update knowledge of statutory and regulatory legislation relative to payroll and pension application.
- Support the HR & Payroll Manager in the administration of annual pay review; including the analysis of pay scales in consideration of industry trends and internal custom.

2. Pensions Management

- Responsible for all pensions administration processes, including retirement applications, changes to personal information, opt outs and auto re-enrolments on the POLs System.
- Administration of starters and leavers onto POLs system.
- Responsible for ensuring that all new employees submit a new starter pension form or an SD502 to opt out.
- Responsible for processing ad hoc pension documentation e.g. early retirement, ill health retirement, pension refund applications; to include liaison with employees, NHS Pensions, and Fairways pension support.
- Responsible for timely completion of mandatory annual pensions update administration, with the support of the Finance Manager and the HR & Payroll Manager.
- Identify and correct pension errors; regularly audit pension contribution rates and payroll submissions.
- Responsible for completing GP1 submissions on POLs system.
- Continually update knowledge of NHS pension process and application.
- Action all employee requests for pension projections or associated information.
- Ensure that GPs are provided with all necessary figures to support the accurate submission of their annual, personal pension submissions.
- Responsible for the maintenance of the GP PCSE platform, including joining GPs, application of sessional commitment and removal of leavers.
- Maintain and update pensions error log, recurring issues guidance and associated pension management documentation.
- Responsible for investigation and resolution of ongoing, recurring and new pension errors in POLs system.
- Any other pension related tasks appropriate to your role.

3. Administration

- Responsible for accurate recording of all absence types of HR system Cezanne, to inform necessary payroll deductions and monthly data reporting and dashboard.
- Responsible for actioning maternity, paternity and adoption leave and pay calculation letters and associated documentation including SMP1 forms.
- Process employees' jury duty claims and associated administration.
- Manage the record keeping, renewal reminders, and reimbursement of all clinical indemnity costs.
- Responsible for answering all incoming queries related to payroll, pensions and other associated items outlined in this job description.
- Support the wider HR team in covering or signposting incoming calls, email inbox management and face to face queries.
- Prepare employee communications regarding pension updates, payroll related changes or issues and any other relevant communications, at the request of the HR & Payroll Manager.
- Support the finance team in collation of payroll and pensions data for funding applications, data returns, and other relevant data requests.

- Support the HR team, as required, to monitor the completion of process documents that relate to payroll changes, such as Variations of Contract, Flexible Working Request Forms, etc.
- Support the HR Administrator to ensure the IT department are informed of, and given, all new starter and leaver information and documentation.
- As required, support with the timely administration and collation of employee data for the purpose of national, local, and industry statistical reporting and analysis e.g. NWRS reporting, ONS reporting etc.
- Utilise, update and create trackers, using Microsoft excel, where necessary; identifying continual improvements in processing, extracting and analysing payroll and pensions data.
- Maintenance of all trackers associated with payroll, pensions, indemnity, and any other tracker appropriate to the delivery of your role.
- Support the HR & Payroll Manager with the creation, update and review of all process, policy and protocol relative to payroll and pensions.
- Support the HR & Payroll Manager in the administration of GP contract calculations, if required.
- Deliver internal training and Q&A activities relative to payroll and pensions, if required.

4. HR System and Reporting

- Utilise our HR system, Cezanne; continually updating knowledge and testing system capabilities and functionality.
- Support the HR team, when required, to maintain and update employee data records in Cezanne, as well as conducting data audits, at the request of the HR & Payroll Manager.
- Regularly review and ensure the HR system, Cezanne, is up to date with correct employee working hours, contract changes, and records of leave, in association with accurate payroll reporting procedures.
- Run and extract regular data reports at the instruction of the HR & Payroll Manager or Partner team e.g. expiring indemnity records, absence reports, or payroll data.
- Responsible for investigating and resolving all Cezanne queries and issues relevant to absences, overtime and personal banking details.
- Manage the monthly process of extracting absence and overtime data and creating analysis report, for Non-clinical Managing Partner.
- Work with Finance Manager and HR & Payroll Manager to continually improve access, management and delivery of analytics reporting.

5. Other

- Attend internal and external training relevant to the role, as required.
- Complete additional, associated administration tasks, as required.

Key Results

1. Adherence to regulatory requirements, policies and procedures
2. Accurate and efficient administration of payroll and pensions

3. Payroll error rate of 3 errors, or less, per month

Please also be aware of and follow the Partnership's policies and procedures, with particular attention to patient and employee confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

Role Experience, Knowledge and Skills Profile

Payroll & Pensions Administrator

Experience & qualifications	<ul style="list-style-type: none">• Educated to A Level or equivalent• At least 3 years' experience in a payroll or pension related role• Previous experience in processing payroll and pension administration is essential• Proficient excel user, able to create formulae and manipulate data without support• Familiar with working across multiple IT systems and web applications
Knowledge	<ul style="list-style-type: none">• Knowledge of pay and pension relevant legislation e.g. auto re-enrolment, PAYE• Knowledge of pension administration, specifically NHS pension and POLS (desirable)• Knowledge of payroll processing
Skills	<ul style="list-style-type: none">• Excellent organisational skills• Able to prioritise and meet deadlines• Excellent attention to detail• Good verbal and written communication skills• Excellent numeracy skills• Confident with computer systems, including Microsoft Office• Ability to work on own initiative• Ability to identify, investigate and resolve numerical data errors
Personal style and behaviour	<ul style="list-style-type: none">• Personal commitment to the values, vision and objectives of the Partnership• Ability to work under pressure and to progress multiple work streams concurrently• Highly motivated• High expectation of self and others• Able to work for the benefit of the team
Other requirements	<ul style="list-style-type: none">• Genuine desire to work in field of payroll and pensions within an HR function

Salary and Benefits

Position	Payroll & Pension Administrator
Location	Weston Lane, Southampton SO19 9GH
Remuneration	£11.25 - £12.40 per hour, dependent on experience
Hours of work	18 - 21 hours over 3-4 days
Annual Leave	25 days per annum plus bank holidays
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	Monday 3 rd October 2022
First round of Interview	Tuesday 11 th October 2022