



## **Recruitment Pack**

### **Payroll & Pensions Manager**

22.5 - 25 hours per week, across 3-5 days

Permanent

Dear Candidate,

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

As part of our Central Services function, you'll be taking on a newly created role as a standalone Payroll & Pensions Manager; responsible for the accurate processing of payroll and pensions administration for all 200+ employees. 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 support of the wider Central Services team, with a HR Manager, Finance Manager and administrative support from an Office Administrator, where needed.

You'll have evident experience in processing complex payroll data, preferably using Microsoft excel, so creating numerical formulae and manipulating data will be second nature to you. Multiple streams of incoming payroll data won't phase you, from contract changes to overtime, expenses to professional indemnity reimbursement. You'll have sound knowledge of statutory pension legislation and will relish the challenge of taking on the complexities of our NHS pension scheme.

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 be responsible for identifying and investigating pension queries and errors, utilising the expertise of our external Pension Support Advisors.

The ideal candidate will have experience with manual payroll processing and NHS pension administration, however, applications from candidates with strong payroll and pensions administration experience from other sectors are welcomed. As this will be a standalone role, you'll need to have experience of being autonomous in the application of payroll services in your past experience and should have at least 3 years' experience in processing payroll. In the future, we hope to bring our payroll in-house, so a confidence to take on this challenge is a must.

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. After an initial training period of 6 weeks, this role could become hybrid.

### **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 [hiowicb-hsi.livingwell-recruitment@nhs.net](mailto:hiowicb-hsi.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. Now we're made up of eight surgeries with ten partners, who 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, and as of March 2023 we are so excited to be implementing our Continuity Project.

### Our reach

We care for 45,000 adults and children across the eastern Southampton region. Our eight different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

We have developed a continuity model which sees 12 separate GP teams taking on their own patient list of around 3,500 patients. Each team is supported by a dedicated Care Coordinator, a Care Coordinator Assistant, and the multi-disciplined shared clinical resources of our Partnership, including: 21 Non-Principal GPs including 5 retainers, 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 on being able to address medical, physical, psychological and social aspects of care. By allowing our GP teams to manage their own patients, they can spot the patterns that allow us to provide much more efficient clinical services.

### 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 Payroll and Pensions Manager to join our management team, who is happy to take ownership of their function in a standalone role, and look forward to how we can provide the best payroll administration service to our employees.

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

## Job description & person specification

Job Title:	<b>Payroll &amp; Pensions Manager</b>
Status:	Permanent
Salary:	£32,000 - £35,000 pro rata FTE
FTE:	22.5 - 25 hours
Location:	Practices of Living Well PCN Southampton
Accountable to:	Non-clinical Managing Partner
Team / Function	Payroll / Central Services

### Overall Aim

The Payroll & Pensions Manager is responsible for the efficient and effective processing of all payroll and pensions related activity within our Central Services team. To ensure the provision of a high-quality service, whilst complying with all statutory and legal regulations.

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### Key Responsibilities

#### 1. Payroll Management

- Prepare, review and authorise monthly payroll submissions for all employees.
- Process all payroll additions and deductions including overtime, expenses and absences.
- Liaise with line managers and employees in the resolution of all payroll related queries and errors.
- Liaise with HR team to reconcile all absences across platforms, before applying in monthly payroll.
- Process all contract changes, pay rate changes, and starters and leavers in payroll.
- 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.
- Continually update knowledge of statutory and regulatory legislation relative to payroll and pension application.
- Work with the HR team and Non-clinical Managing Partner in the administration of annual pay review; including the analysis of pay scales in consideration of industry trends and internal custom.
- Effective and resilient running of all associated processes to ensure, in own absence, senior team can easily run monthly payroll.

#### 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.
- Identify and correct pension errors; auditing application of pension contribution rates in payroll.
- 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.
- Manage contributions on NEST pension scheme platform and associated comms to employees.
- Support GPs with queries and administration of pension contributions and AVC's.

### **3. Administration**

- Responsible for actioning maternity, paternity and adoption leave and pay calculation letters and associated documentation including SMP1 forms.
- Responsible for informing relevant employees of impending loss of sick pay entitlements using letter templates, and tracking rolling renewal of allowances.
- Process employees' jury duty claims and associated administration.
- Manage the record keeping, renewal reminders, and reimbursement of all clinical indemnity costs.
- Prepare employee communications regarding pension updates, payroll related changes or issues and any other relevant communications.
- Support the finance team in collation of payroll and pensions data for funding applications, data returns, and other relevant data requests.
- 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, where necessary; identifying continual improvements in processing, extracting and analysing payroll and pensions data.
- Creation, update and review of all process, policy and protocols relative to payroll and pensions.
- Deliver internal training and Q&A activities relative to payroll and pensions, if required.
- Manage the administration of funding applications relative to GP payments, through third parties.

### **4. Systems and Reporting**

- Run and extract regular data reports using internal systems e.g., expiring indemnity records, absence reports, or payroll/finance data.
- Manage the monthly process of extracting absence and overtime data and creating analysis report.
- Work with the Senior Leadership team 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.
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## **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
  4. Effective processing of payroll, even during periods of absence of Payroll Manager
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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.

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## Role Experience, Knowledge, and Skills Profile

### Payroll & Pensions Manager

<b>Experience &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant payroll or finance qualification <b>to be evidenced at interview</b></li> <li>• At least 3 years' experience in a payroll management/administration role</li> <li>• Previous experience in supervising or managing the processing of payroll and pensions administration is <b>essential</b></li> <li>• Proficient excel user, able to create formulae and manipulate data without support</li> <li>• Familiar with working across multiple IT systems and web applications</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of pay and pension relevant legislation e.g. auto re-enrolment, PAYE</li> <li>• Knowledge of pension administration, specifically NHS pension and POLS (<b>desirable</b>)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Able to prioritise and meet deadlines</li> <li>• Excellent attention to detail</li> <li>• Good verbal and written communication skills</li> <li>• Excellent numeracy skills</li> <li>• Confident with computer systems, including Microsoft Office</li> <li>• Ability to work on own initiative</li> <li>• Ability to identify, investigate and resolve numerical data errors</li> </ul>
<b>Personal style and behaviour</b>	<ul style="list-style-type: none"> <li>• Personal commitment to the values, vision and objectives of the Partnership</li> <li>• Ability to work under pressure and to progress multiple work streams concurrently</li> <li>• Highly motivated</li> <li>• High expectation of self and others</li> <li>• Able to work for the benefit of the team</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Confident to work in a standalone role with little supervision – full accountability of investigation and resolution of queries</li> </ul>

**Salary and Benefits**

<b>Position</b>	Payroll & Pensions Manager
<b>Location</b>	Weston Lane, Southampton SO19 9GH
<b>Remuneration</b>	£32,000 - £35,000 pro rata FTE, dependent on experience
<b>Hours of work</b>	22.5 - 25 hours over 3-5 days
<b>Annual Leave</b>	25 days per annum plus bank holidays
<b>Pension</b>	NHS pension scheme

**Key Dates**

<b>Closing date for completed applications</b>	Wednesday 24 <sup>th</sup> May 2023
<b>First round of Interview</b>	1 <sup>st</sup> or 2 <sup>nd</sup> June 2023