



## ROLE PROFILE

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# Payroll Operations Manager

<b>Line Manager</b>	Head of Payroll
<b>Location</b>	1st Floor, Optima Building 58 Robertson Street Glasgow G2 8DU
<b>Department</b>	Payroll Team
<b>Direct Reports</b>	Payroll Team Leaders

<b>Role Purpose</b>	<ul style="list-style-type: none"><li>• Your role is to remove the stress and strain of daily business for our payroll customers.</li><li>• Supporting your team, you will ensure that our customers receive the highest standard end to end payroll service, which is tailored to their needs, eliminating errors and ensuring employee confidence.</li></ul>
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<b>Key Accountabilities</b>	<ul style="list-style-type: none"><li>• Managing and leading our Payroll Team Leaders to ensure all our Payrolls are delivered on time and accurately.</li><li>• Providing support and training to all payroll colleagues.</li><li>• Answer or advise on escalated pay and pension queries from both Payroll Team Leaders, colleagues, and 3rd parties by telephone and in writing.</li><li>• Performing routine control checks/auditing on payroll output.</li><li>• Processing End to End Payroll for our customers as business needs require.</li><li>• Ensuring all third party, advance payments are checked, approved, and paid on time</li><li>• Ensuring all Payroll Manuals and documentation are kept up to date.</li><li>• Attend and provide action plans from relevant meetings with key stakeholders.</li><li>• Support and develop team members through various channels including coaching, performance management and one-to-one's.</li><li>• Ensuring any issues or queries relating to employees or Third Parties are escalated as appropriate in a timely manner.</li><li>• Ensuring all BACS files are accurate and submitted on time.</li><li>• Delegate for a Payroll Team leader when required.</li><li>• Deputising for Head of Payroll when required.</li></ul>
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**Key Stakeholders**

- HR Department
- Finance Department
- All colleagues
- Pensions Management Companies as required
- Other third parties – HMRC, Courts, Healthcare etc, as required

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**Personal Specification  
Essential**

- Possess the management skills to lead, develop and motivate a team.
- Show clear vision and purpose and inspire teams and colleagues to organise themselves in an agile way to reach target.
- A proven track record in Payroll data administration and managing a Payroll Team.
- Specialist system knowledge.
- Knowledge of payroll systems, taxation, statutory and national insurance rules.
- Problem solving skills (calculations, numeracy, analytical)
- Proficient in use of MS Office applications.
- Attention to detail and accuracy skills.
- Ability to work independently and as part of a team.
- Ability to work under pressure against tight deadlines and competing priorities.
- Strong relationship management with the ability to collaborate effectively with internal and external stakeholders.

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**Personal Specification  
Desirable**

- CIPP qualification
- Oracle experience
- iTrent experience

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**Key Behaviours**

- To behave in a manner that displays our values
  - Promote the health, safety and wellbeing of yourself, customers, and colleagues
  - A commitment to travel
  - Be a role model for Equality, Diversity, and Inclusiveness
  - Successful completion of security and background checks
  - Environmental awareness
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## Welcome to your Solvd. journey

### **Advert > Application > Interview > Job offer**

This is you choosing your ticket to join us!

### **Onboarding**

Welcome to the team!

### **On-the-job training**

Helping you succeed at your job.

### **Doing your job**

And getting paid on the 15th...

### **Using your benefits**

Discretionary free train travel, holidays, shopping discounts and more.

### **Personal development**

Training, qualifications and apprenticeships.

### **Family events**

Maternity leave / paternity leave and adoptive support.

### **Having fun in the workplace**

Take part in social activities and team challenges!

### **Performance feedback**

Regular 1-2-1s and performance reviews.

### **Personal support**

Employee Assistance Programme, Private Medical Insurance, Health Cash Plan.

### **Career progression**

Recognising your performance with promotions.

### **Thank you**

Pastures new – with a pension pot, additional skills, and good memories to help you on the next stage of your journey.

