

## Head of Payroll Services

<b>Job Title:</b>	Head of Payroll Services
<b>Department:</b>	Human Resources
<b>Responsible to:</b>	Assistant HR Director
<b>Responsible for:</b>	Payroll team; Pensions team; People and Pay Services team
<b>Grade:</b>	Grade 9
<b>Salary range:</b>	£59,139 - £66,537 per annum
<b>Working arrangements:</b>	Full Time (35 hours per week), Monday to Friday. We operate hybrid working and are on site a minimum of two days per week with the remaining time working from home.  Appointment to this post is permanent.

## The University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other.

We believe that inspiring our people to do outstanding things at Durham enables Durham people to do outstanding things professionally and personally.

Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally.

We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#).

Find out more about the benefits of working at the University and what it is like to live and work in the Durham area on our [Why Join Us? - Durham University](#)

## The Role and Department

The Head of Payroll Services is a new role which will be responsible for managing a team of Payroll and HR colleagues to continue establishing and embedding a high performing compliancy focussed service which provides a consistently high level of support to staff across the University and reflects best practice.

Reporting to the Assistant HR Director, the role will be predominantly focused on payroll, but the role holder will also oversee the teams responsible for related HR administrative processes and our pension arrangements in a complex organisation to meet the workforce needs of the university. The Head of must be versatile and able to work closely and collaboratively with stakeholders within the wider HR&OD team and across the University.

From early 2025 the base location for this role will change from our Durham City Centre site to our exciting new professional services hub based at Boldon House. Boldon House is situated on the outskirts of Durham near the Arnison Centre in Pity Me. Boldon House will bring a number of professional services teams together in a vibrant office environment which supports collaborative working and is designed to embrace hybrid working. To find out more about this project, please visit this webpage: [Boldon House – Durham University](#).

## Typical Role Requirements

- Ensure all HMRC, RTI and other Statutory reporting deadlines are met, providing the primary HMRC liaison on all PAYE and related matters.

- Ensure all new legislation and government requirements are met including existing and new requirements such as Benefits in Kind and NMW/NLW changes
- Managing regular reporting to HMRC and ensuring all Tax Year-End procedures are run including P60, P11D processing.
- Leading support to University colleagues, internal and external stakeholders on payroll and pension matters
- Overseeing the implementation of required changes to the HR and payroll system to meet the changing needs of the University.
- Ensuring compliance and updating of SOPs for all payrolls and cross-trained staff on full payroll cycle from start to finish.
- Leading the team responsible for all transactional functions of HR such as contract changes and generalist HR support.
- Leading the team responsible for administering our pension arrangements.
- Participation and leadership on projects to continuously improve current systems; new elements set up, other requirement requires to meet the strategic, operations and legislative requirements of the University.
- Ensuring clear communication and collaboration with other departments and academic faculties and departments in meeting business requirements

### **Service Delivery/Development**

- Show a commitment to equality, diversity and inclusion and the University's values.
- Oversee and manage professional and regulatory standards, processes and policies relating to activities carried out by the People and Pay Services Team, for example SSP, SMP SPL.
- Use leadership and management expertise, in collaboration with other senior managers and specialists, to implement any significant changes in processes, policies and ways of working with focus on continuous improvement.
- Lead on the development of new areas of work or activities such as system improvements including scoping, planning and implementing any changes to achieve the outcomes expected by senior colleagues.
- Look for innovative ways to continually improve the services provided to stakeholders across the University.
- Ensure that teams are working to a high level of accuracy, consistency and with an eye to detail.
- Use your professional knowledge and experience as disciplined practitioner to resolve problems, shape processes and activities, develop systems and to provide subject matter expertise and advice
- Support quality and regulatory audits to ensure that system and processes are operating in an optimal and compliant way.
- Provide specialist insight that enables data driven decisions to be made about the performance of the People and Pay Services team.

### **Planning and Organisation**

- Use your expertise to help develop strategic plans and business plans that cover a wide range of operational activities.
- Define what needs to be achieved so that other colleagues can scope, plan and implement large scale/University wide initiatives such as a major upgrades to the HR and Payroll systems. • Ensure your services are performing at the optimal level by setting clear standards and introducing measurable performance indicators.
- Use your leadership expertise to help project teams understand what needs to be achieved, solve any problems that are encountered and keep implementation plans on track.
- Allocate and monitor designated budgets, expenditure and resources.

### **Leadership and Team Development**

- Set operational and strategic objectives and use your leadership and management skills, to develop the people in your team(s) and ensure high standards of performance.

- Help shape the skills and expertise needed to deliver a professional service by recruiting, inducting and training team members and structuring your team(s) in way that will best meet operational and strategic priorities.
- Ensure that your team can deliver the required services by delegating responsibilities to appropriate team members and considering succession plans.
- Carry out regular performance reviews with colleagues to provide feedback on objectives and identify any development needs.
- Handle most HR issues and support the welfare and wellbeing of your team, taking advice on more complex issues to specialist services or senior managers.

### **Communication/Liaison**

- Lead internal and external meetings and committees to influence University policy, standards and governance.
- Build and lead an influential network of internal and external contacts to increase your knowledge and skills, swap information with peers and use that information to improve and develop the People and Pay Service.
- Identify opportunities to build relationships with external organisations to support the delivery of strategic level objectives.
- Research new approaches being taken by internal and external stakeholders such as other HEI's local government, professional bodies such as CIPP, CIPD and other agencies, so that you can take these insights into account when developing the services provided by
- Explore options to promote and increase engagement in events and activities being delivered by your service.

Any other reasonable duties.

### **Person Specification**

#### **What you need to demonstrate when you apply/Person Specification**

When you apply it is important that you let us know what skills/experience you have from a similar role and/or what skills/experience you have which would make you right for this role. Further information about the role and responsibilities is at the end of this job description.

Where a criteria has an asterisk\* next to it, it may be given additional weighting when your application is considered.

Your application should cover the following criteria:

#### **Essential Criteria Qualifications/Experience**

1. \*CIPP Payroll Management Diploma (or equivalent experience within a large complex organisation).
2. \*Professional practitioner in payroll with specialist knowledge and expertise to influence service delivery, events and activities within the organisation.
3. Experience of providing specialist payroll, tax and legislative advice and guidance to a range of customers and colleagues, including more senior colleagues.
4. Experience of participating in internal or external networks to share and discuss good practice, develop strong and productive working relationships and positively influence the University's reputation.
5. Experience of engagement with external stakeholder, including HMRC.
6. Experience of implementing processes, policies and procedures which support continuous improvement of a service..
7. \*Track record of line-management including managing and developing staff across teams.
8. \*Experience of managing change and supporting a culture of high standards and continuous improvement in a team.

### **Skills/Abilities/Knowledge**

9. Excellent spoken and written communication skills including the ability to develop effective working relationships and to explain complex matters to a range of audiences, both internally and externally
10. Strong digital competence across a range of digital devices and apps including digital communication tools, Microsoft 365 applications, business systems.
11. Committed to continuing professional development to maintain professional recognition. 12. \*Extensive knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
13. Ability to contribute to planning at operational and strategic levels.
14. Ability to solve problems and decide on and plan appropriate solutions.

### **Desirable Criteria**

1. Educated to degree level or equivalent extensive experience
  2. HR related professional qualifications.
  3. Experience of working in payroll in a large and complex organisation, ideally with multiple types of contract.
  4. Experience of Oracle Fusion or a similar cloud-based HR and Payroll system.
  5. Experience of enhancing or implementing solutions within an HR and Payroll system.
  6. Familiar with international shadow payrolls and the relevant impact on social security and tax obligations.
  7. Experience of 'back office' HR issues such as contracts of employment, onboarding, running reports etc.
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## **Working at Durham**

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 30 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 42 days per year.
- The University closes between Christmas and New Year.
- We offer a generous pension scheme, as a new member of staff you will be automatically enrolled into this University Superannuation Scheme (USS).
- No matter how you travel to work, we have you covered. We have ample parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- Lots of support for health and wellbeing including discounted membership for our state of the art sport and gym facilities and access to a 24-7 Employee Assistance Programme. • On site nursery is available plus access to holiday camps for children aged 5-16.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- The opportunity to take part in staff volunteering activities to make a difference in the local community
- Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- A salary sacrifice scheme is also available to help you take advantage of tax savings on benefits.

- If you are moving to Durham, you may be eligible for help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

Discover more about our total rewards and benefits package [here](#).

### **Durham University is committed to equality, diversity and inclusion**

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential, and we believe our staff should reflect the diversity of the global community in which we work. As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.