

Finance Operations Manager (Payroll, Pensions & Travel) - Financial Services - Grade H

Job Description

Purpose

To support the Head of Financial Operations and manage the University's Payroll, Pensions & Travel team to provide an efficient, effective and customer focussed service, including the accurate processing of all payroll and pension transactions ensuring timely payment to all University staff and compliance with statutory and University regulations.

To be responsible for the compilation and timely submission of all statutory and other returns, payments and reconciliations relating to the payroll and pension responsibilities of Financial Services. The role will also manage the coordination of all business travel arrangements for individual, group and complex itineraries including all associated payments and expenses.

Develop the service to improve both efficiency and service delivery and support the improvement of business processes, systems and staff development. The scope of this role will encompass the whole University, including its subsidiaries and associated organisations.

Duties

1. Manage the Payroll and Pensions function ensuring the accurate processing of all payroll and pensions transactions and reconciliation, ensuring timely and accurate payment to all University staff and compliance with statutory and University regulations and reporting requirements.
2. Manage the timely and accurate booking of all business travel activities and payment of all associated expenses ensuring value for money, compliance with all policies and limits, providing self-serve guidance and processes for all activities and delivering excellent customer service.
3. Management of staff resources within the Payroll, Pensions & Travel team including recruitment, supervision, training, appraisal and performance management. Ensure all staff training and development needs remain current and consistent to ensure effective completion of all duties.
4. Responsible for all month end completion and reporting duties ensuring all Payroll, Pensions and Travel control accounts for all companies are balanced and reconciled. Provide all Payroll, Pensions and Travel post month end reports and any analysis required. Provide regular adhoc reports as and when requested.
5. Monitor all Payroll, Pension and Travel activities for the University and all its subsidiaries to the agreed service standards and KPI's.
6. To proactively keep up to date on, and provide expert advice on, existing and new legislation, particularly in relation to Income Tax, National Insurance, Parental Leave, SSP, employment status, Pension Regulations, Travel Industry and insights and any core system enhancements and activities.
7. Work collaboratively with the People Team, LIS and Finance colleagues as appropriate in the development and optimisation of process automation and the adoption of

technologies to improve service quality and efficiency. Manage the testing, training and understand the configuration of system developments, enhancements and improvements.

8. Key participant in all Payroll, Pension and Travel project activities and enhancements and the documentation of all Payroll, Pensions and Travel processes, procedures and policies.
9. Responsible for ensuring fully robust documented procedures are in place for all aspect of areas of Payroll, Pensions and Travel. Ensure an annual update of all documents is maintained and submitted alongside any key recommendations for approval by the Head of Financial Operations.
10. Ensure compliance with all policies, audit and regulatory requirements and to provide technical guidance and expert advice when requested. Responsibility for maintenance of Payroll, Pensions and Travel records.
11. Contributes and supports the wider Financial Operations team and the Financial Operations Management Group.
12. To undertake any other duties as required by the Head of Financial Operations or any commensurate with the grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Substantial knowledge and experience of managing a payroll function and activities in high volume environments including Payroll/Pension month/year end processing, reporting and associated projects or enhancements (Application/Interview).
- Experience of managing travel and expenses itineraries and activities (Application/Interview).
- Experience of managing staff and teams including their workloads and activities (Application/Interview).
- Working knowledge of auto-enrolment (Application/Interview).
- Experience and extensive knowledge and understanding of HMRC and payroll/pensions legislation (Application/Interview).
- Knowledge of international taxation in relation to overseas workers (Application/Interview).
- Working in a complex multi-faceted organisation (Application/Interview).
- CIPP Diploma in Payroll Management or equivalent (Application)
- AAT qualified or equivalent professional Finance qualification or qualification in a business-related field with experience of financial transaction environments. (Application)
- Five GCSEs or equivalent at Grade C/Grade 4 (or equivalent) including English and Maths (Application)
- Excellent oral and written communications (Application/Interview).
- Able to influence, challenge and implement change whilst promoting adherence and compliance (Application/Interview).

- Able to support effective and robust working relationships with external suppliers and internal partners (Application/Interview).
- Able to design and gain buy-in to robust but user-friendly processes (Application/Interview).
- Able to ensure delivery of objectives under pressure and to tight deadlines, whilst maintaining quality and effectiveness (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Commercial experience in a financial setting (Application/Interview).
- Experience in public sector pension scheme administration. Working knowledge of LGPS, USS and TPS (Application/Interview).
- Experience of working in an education setting (preferably Higher Education) (Application/Interview).
- Experience of Midland (MHR) iTrent payroll system. Experience of Business Intelligence Reporting Tools (Application/Interview).
- Customer Service training/qualification. (Application)
- Project Management skills (Application/Interview).
- Communication skills training (Application).
- Able to deputise for the Head of Financial Operations (Application/Interview).