

Payroll and Pensions Administrative Assistant – Financial Services – Grade D

Job Description

Purpose

To support the accurate and timely processing of payroll and pensions for all University employees. The role ensures data integrity in the payroll system, adherence to statutory regulations, and delivery of excellent customer service to internal and external stakeholders.

Duties

1. Input and validate a wide range of payroll data into the iTrent HR/Payroll system, including:
 - Inputting temporary changes (e.g. holiday pay, deductions)
 - Overtime claims, statutory payments (SMP, SSP), and salary deductions
 - Processing court orders and student loan deductions
2. Ensure that payroll data is entered in accordance with monthly payroll deadlines and with a high degree of accuracy.
3. Process pension scheme enrolments, opt-outs and leaver adjustments in accordance with pension scheme rules (e.g., LGPS, USS, TPS, NEST, Royal London and NHS).
4. Assist in the management of auto-enrolment compliance and record-keeping obligations.
5. Maintain secure and up-to-date records, files, and audit trails relating to payroll and pensions transactions, in both electronic and manual formats.
6. Ensure adherence to the Universities financial regulations, HMRC requirements, and pension legislation.
7. Contribute to internal and external audits, providing supporting documentation and explanations as required.
8. Act as a first point of contact for payroll and pensions queries from staff, line managers, and external bodies.
9. Provide clear and accurate information on pay slips, tax codes, pensions, and general pay-related matters via email, telephone, and in person.
10. Escalate complex queries to the Payroll and Pensions Officers as necessary.
11. Assist with the production and distribution of monthly payslips, P60s, P45s, and other payroll documentation.
12. Contribute to the review and development of procedures and guidance documentation to support continuous improvement.

13. Work collaboratively with People Team, Finance, and wider colleagues to support efficient end-to-end payroll and pensions processes.
14. Attend team meetings, training sessions, and relevant professional development events as required.
15. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
16. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working in a payroll or pensions administrative role in a busy office environment, including working with statutory payroll obligations (e.g. HMRC, RTI, Statutory Payments) (Application/Interview).
- Experience of handling confidential and sensitive data (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/4 or above, or appropriate equivalent experiential learning (Application).
- Strong organisational skills and ability to manage workload to meet strict deadlines whilst maintaining a high level of accuracy and attention to detail when inputting data (Application/Interview).
- Proficient in Excel with experience of using basic formulas (e.g. VLOOKUP, Pivot Tables) (Application/Interview).
- Excellent communication skills, both written and verbal (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)

- Experience of using iTrent payroll software (Application/Interview).
- Experience of working within the Higher Education or Public Sector (Application/Interview).
- Experience of working with and understanding pension schemes (e.g. LGPS, USS, Royal London, TPS, or NEST) (Application/Interview).

- CIPP qualification or an NVQ in Payroll (Application).
- Ability to interpret and apply payroll and pension legislation, policies, and procedures and the ability to exercise initiative within defined procedures (Application/Interview).