

Head of Payroll

Salary £49,765 - £54,566

Generous benefits package

Welcome message from Alison McManamon Director of Human Resources & Organisational Development

Brighton & Hove is a great place to live, learn and work. Our diverse and vibrant community is passionate about our city and there's a shared commitment to celebrating and promoting all that makes Brighton & Hove so unique.

Working for Brighton & Hove City Council means you'll also be joining an organisation that's active in the community and developing its transformative journey so we can continue to do the best for the city.

Our commitment to our people during this time of change makes this a really exciting time to join our Business Services team. We take our responsibility as an employer seriously, and you will have a central role, as part of a wider service hub providing excellent business services to the organisation.

In the role you will be a member of a newly formed management team working together to evolve and improve the service experience for internal and external customers. Your remit will include the management of the payroll service for the approx. 4400 employees of the council and to deliver outcomes based around modernisation, accessibility and efficiency.

In return for your leadership and payroll expertise, we offer a friendly and welcoming place to work, with a competitive salary and benefits package, and a team of talented staff who all care deeply about the city they serve. Brighton & Hove is a city with deep-rooted shared values of compassion and respect and, as an employer, we want to see this diversity reflected in our workforce. We believe that employing a rich mix of people from a range of different backgrounds with fresh ideas and different perspectives is key to enabling us to continually improve our services to the diverse communities we serve.

If you believe that you have the drive, skills and experience to deliver an excellent payroll service I would be delighted to receive your application.

Job Description

Job Title:	Head of Payroll
Reports to:	Head of Business Services
Department:	Governance, People & Resources
Section:	Business Services

Purpose of the Job

Work in a senior capacity as part of both Business Services and HR leadership teams, provide collaborative leadership across the hub, and be accountable for the safe, legal and value for money operation of payroll, pensions and HR Administration and collaborate with IT, Systems and Data teams on the efficient delivery of the HR systems and information service.

Co-ordinate and direct an ongoing programme of service development and improvement to ensure the service is resilient and able to respond to changes that will enhance processes in line with best practice, improve customer experience and maximise potential commercial opportunities.

Principal Accountabilities

1. Be the council's lead expert in all aspects of payroll and pensions, ensuring appropriate knowledge is developed across the service to maintain a safe and efficient payroll and pensions service, and work closely with other Managers across HROD to ensure policy, procedure and legislative changes are incorporated successfully into business processes and policies.
2. To be responsible for all payroll, pensions and HR Admin processes and resources (HR Admin includes contract changes, leaver processes, establishment changes) and work in partnership with HROD recruitment to ensure the customer journey is seamless.
3. To contribute to the effective management and leadership of the wider Service Hub, working as part of the leadership team, including the Head of Business Improvement, to identify and deliver service improvement.
4. To lead payroll and pensions service development using digital and self-service automation to increase customer satisfaction, and improve ease of use, process efficiency and integration and efficiency through increased self-service.

5. Provide effective strategic planning and development for the service and be accountable for resource management (including budget management and accountability) to ensure an excellent service, clear plans for service development, and effective project management and delivery of the service to agreed standards and KPI's.
6. Lead, manage, motivate and develop the HR Operations team to ensure fairness and inclusivity, and ensure there are effective communications, briefings, training and development.
7. Be accountable for customer service standards and work in collaboration with the HROD Leadership Team to ensure the end-to-end employee customer journey is seamless and reaches excellent and demonstratable levels of customer satisfaction.
8. To work alongside the Systems and Data team on the development of the HR/Payroll systems and other IT solutions to enhance and modernise service delivery, enhance performance, maximise the use of functionality and self-service and improve accessibility to management information.
9. Proactively manage stakeholder relationships including Directorate Management Teams, Heads of Service, our Pensions Administrator (East Sussex County Council), Trade Unions and internal and external customers in order to understand their needs, manage the reputation of the service and develop appropriate service improvements.

General Accountabilities

To ensure that all operations in their area of responsibility are conducted according to the provisions of the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and all relevant legislation and the council's Health and Safety Policy.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Person Specification

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Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none"> • Understanding of current local government context • A deep knowledge and expertise, and practical experience of the range of HR transactional functions including payroll and pensions • Qualified to CIPP Level 5 or significant comparable experience • Knowledge and experience of managing Systems, including complex systems procurement and implementation; • Understanding of legislation relevant to a transactional HR, payroll and pensions function
Experience	<ul style="list-style-type: none"> • Experience of leading managing, motivating and developing a diverse team. • Experience of working within a payroll and pensions team of which some time will have been at a senior level, sufficient to demonstrate the ability to lead and manage; • Extensive practical experience of transforming and improving services, practices and procedures to create modern, customer focussed services balancing the needs of the customer with the expert deployment of resources, and demonstrable experience (or ability to) apply these skills in a commercial environment. • Experience of successfully managing significant projects and providing expertise and resource management, resulting in value for money and / or service improvements through new solutions / initiatives. • Experience of contract management and tendering and procurement processes in relation to systems contracts
Skills and Abilities	<ul style="list-style-type: none"> • Highly developed numeracy skills • Ability to lead and motivate a team, and to demonstrate inclusive leadership that inspires diverse teams • Ability to work collaboratively with a wide range of stakeholders, to co-create solutions and lead on the delivery of initiatives • Ability to work at a senior level and gain the confidence of other leaders by establishing excellent relationships and building credibility • Demonstrate the council's values and behaviours, and lead in a fair and inclusive way that promotes equality and diversity across HR and the Council • Ability to respond effectively to rapidly changing deadlines and pressures

Business Services Department

The Payroll & Pensions Team sits within a new proposed combined Business Services hub that integrates an existing Business Operations with the Revenues & Benefits Service. This new service is currently out to consultation for the senior management structure to be put in place to lead to more detailed planning for the start of the new Service Hub from 1 April 2022.

The Business Services hub will provide internal finance and HR transactional services and external Revenues & Benefits services and, within the Governance People and Resources Directorate, sit alongside our other support services that provide the varied organisational needs required to deliver great services to our city.

Our main aims and objectives for the new Business Services hub are:

- i) To create greater scale and resilience to manage the demands on services with an establishment of around 250 staff.
- ii) To increase the connections between services including the management and development of large, corporate data systems; development of process automation, self-serve and digital service opportunities; management and promotion of payment and banking methods; and development of joint customer service approaches and customer insight data.
- iii) To maximise management capacity, and project and programme management capacity, by pooling resources and budgets to lead and support service development and improvement. This should provide a greater opportunity to deliver efficiencies and improvements for the council and its internal and external customers.
- iv) To provide pooled resources to enable the development of data insight and analysis which can support both services to use data to improve management information and target support, services and advice to customers across a wide range of HR, Finance, Welfare Support and other services.
- v) To create an affordable and good value for money service in the context of both BHCC's financial challenges and create the conditions to maximise commercial opportunities into the future.

The Head of Payroll role is focused on leading our payroll and pensions team and services but the primary responsibility is to be the lead payroll expert for the council. The service does include aspects of pension administration on behalf of our staff, but please note that the council is not a pension authority and the responsibilities in this role only extend to ensuring that appropriate and compliant information is passed to and from the pension authority (East Sussex County Council), including data provided via payroll systems.

Head of Payroll Recruitment process and indicative timeline

The deadline for applications is Monday 14th February.

- To arrange an informal conversation about this role please contact:

Alison McManamon, Assistant Director of HROD at alison.mcmanamon@brighton-hove.gov.uk

- In support of your application you will be asked to provide:
 - Your current CV (to be uploaded)
 - Supporting evidence of past and current experience that responds to the following shortlisting questions:
 1. Please describe how you have led the review and improvement of payroll and pension processes to ensure an excellent level of customer service.
 2. Please briefly describe your experience managing projects. Be sure to include detail of what you did, and how that affected the outcomes achieved.
 3. What do you do to ensure you effectively communicate when working with stakeholders and partners to produce a shared outcome?
 4. Please describe how you have made a team more effective.
 5. What tools or techniques do you employ, to manage your time and to ensure you are working on the most important things?
- Shortlisting is planned to take place w/c 14th February
- Dates for Virtual interviews to be confirmed (TBC) and will be confirmed to shortlisted applicants in due course

**** THE VIRTUAL INTERVIEWS WILL BE HELD ON MS TEAMS****

- Please note that as part of the recruitment process we will required to undertake the following checks:
 - Two references
 - Eligibility to work in the UK
 - Pre-employment health check

Further information on BHCC

Brighton & Hove City Council

The council was formed as a unitary authority in 1997. We are governed through a committee system and have been led by various minority administrations since 2003.

Our administration

The Green Group of councillors form the administration.

Five policy committees

- Children, Young People & Skills Committee
- Environment, Transport & Sustainability Committee
- Housing Committee
- Policy & Resources Committee
- Tourism, Equalities, Communities & Culture Committee

Two recognised Trade Unions

- Unison and GMB

Council leadership and organisation:

Operationally the council is organised into five directorates, commissioning and delivering around 700 services and approx. 4400 employees.

The directorates are:

- **Economy, Environment & Culture**
- **Families, Children & Learning**
- **Governance, People & Resources**
- **Health & Adult Social Care**
- **Housing, Neighbourhoods & Communities**

The day-to-day leadership and management of council operations, such as managing council resources, commissioning and providing services, are delegated to the Executive Leadership Team.

The team is formed from each directorate lead and the Chief Executive Officer, with other council officers or partners invited to attend when needed.

They meet weekly and work closely with stakeholders to ensure good corporate governance, develop corporate strategies, and implement the council's policies and priorities.

Brighton & Hove City Council Structure

