



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: HR Processing and Support Team Manager

Grade: ME15

DIVISION/SECTION: Human Resources

Location: Civic Centre

Responsible to: Head of Human Resources

Responsible for: 6 x HR Officers, plus Apprentice

Post number: M3024456

Date: 07 February 2024

1. MAIN PURPOSE

- To lead on the management of the HR Processing and Support Team function and provide a professional, efficient and comprehensive transactional and advisory service to departments and the council as a whole
- To ensure the payrolls covering an annual pay bill of circa £94m, across 10 monthly payrolls, are completed efficiently and accurately to a high standard, whilst ensuring the parameters of pay are reasonable to the processes undertaken.
- To provide high quality advice, guidance and support to departments and the council as a whole to enable staff to be effectively paid without incorrection.
- To improve HR transactional functions and iTrent usage throughout the council to ensure robust payroll processes are in place
- To ensure we win repeat business of school's payroll, and gaining new business where applicable

- Lead on the contract compliance of the council's Payroll providers to ensure Merton's payroll and DBS requirements are met and that the provider is meeting its commitments under the Service Level Agreement.
- Leads for Merton on weekly Payroll provider meetings to ensure continued and open talks with the Payroll provider and to arrange for any changes required to be executed in a timely manner. Liaise directly on behalf of the Head of HR with the providers' service leads to resolve issues, improve compliance and effect change.
- At all times operate with the degree of professional acumen and expertise required of the post.
- The postholder may be called upon to provide support to other sections within HR. Movement between sections may take place at appropriate intervals in accordance with professional development and business needs.

2. MAIN DUTIES AND RESPONSIBILITIES

To lead and champion the delivery of an effective schools HR & Council Wide Payroll service to ensure the management, resolution and learning from processes, complaints and customer feedback, in collaboration with senior HR officers and School Heads/School Business Managers.

- 2.1 To be the Council's subject matter expert in Payroll. Transactional HR and Pensions to effectively lead on the continued development and implementation of a quality, comprehensive and cost-effective schools HR and Payroll service. Acts as a member of the HR Management Team to deliver the wider HR objectives of the London Borough of Merton and HR Division.
- 2.2 To contribute to the strategic leadership and direction for the service, ensuring the development of processes and procedures that ensure accuracy of work, speed of processing, continued evaluation of the services provided and ensuring that the team performs all duties in accordance with agreed departmental and corporate policies.
- 2.3 Lead on the provision, as the first point of contact, of advice and support service to line management on HR, terms and conditions, local policy and Payroll issues in accordance with policy, procedures and best practice exercising judgement within these to deliver solutions to employment issues liaising with the HR Consultancy team as needed.
- 2.4 Analyse, produce and evaluate options on specific issues relating to HR and Payroll. Ensure that both the HR and Payroll aspects of the business processes are fully taken into account by line managers. Ensure that line managers are aware of key HR issues and acting as a business partner, communicate effective HR strategies and solutions to ensure sound business decisions are made.

- 2.5 Working with the Employee Relations, Pay and Rewards Manager, undertakes and/or assists in the development and maintenance of the Council's workforce planning systems.
- 2.6 To continuously review and identify weaknesses in business processes and take responsibility for recommending and implementing improvements in a manner that maximises performance and utilises resources effectively, whilst liaising with all relevant stakeholders. Lead on the investigation and implementation of streamlining and automation of transactional processes, coordinating with other information stakeholders in IT, Finance and other areas. Specify and develop changes to automated processes and e-forms, liaising with IT and the service provider to implement and test these changes.
- 2.7 To coordinate and oversee requests for change in relation to iTrent including requests for access, changes to pay elements, terms and conditions and systems configuration, investigation and resolutions of faults with the payroll service provider and where necessary the system supplier.
- 2.8 Identify, investigate and resolve payroll anomalies and review the application of allowances and pay elements to ensure correct and consistent usage. Working with the payroll service provider to resolve issues where they relate to iTrent functionality.
- 2.9 To develop and maintain strategic Payroll and Schools HR Service Level Agreements (SLA's) as required meeting current and future needs of the Council. Ensure that appropriate systems/processes are in place to monitor the effectiveness of services provided against agreed targets.
- 2.10 To manage a diverse and heavy workload in an environment of constantly shifting priorities, legislative changes and operational demands.
- 2.11 Communicate effectively service delivery/policy/operational developments to a range of individuals and groups of staff and managers.
- 2.12 Deliver training/briefing on service delivery and service and policy development to a range of individual/groups of staff/managers as required.
- 2.13 Provide useful management information and statistical data on all aspects of the HR and Payroll service to Directors, Head of Human Resources, government departments and other outside agencies.
- 2.14 Undertake project work relating to HR initiatives.
- 2.15 Contribute to the development and maintenance of wider HR information systems.
- 2.16 Ensure the development and maintenance of an administrative Handbook to cover all areas of the team's responsibility.

- 2.17 Guarantees best practice streamlined payroll and HR transactional processes that are efficient and responsive to managers, the other HR sections and job seekers.
- 2.18 Keep up to date with relevant employment legislation/developments (including Education sector and teachers' conditions), recruitment initiatives and trends across London to improve the service, including benchmarking services with other local authorities.
- 2.19 As a member of the HR Management Team, deputises for the Head of HR on specific issues related to their role as required.
- 2.20 Work with the Employee, Pay and Rewards Manager to support the development and research of policies and procedures for recommendation to the HR Management Team in response to changing legislation, best practice considerations and to support organisational change.
- 2.21 To have sole responsibility for running and submission of the Teachers' Pensions Monthly Data Collection file which gives service information in regard to all Merton Teachers. This includes collating information from outside Payroll providers for off payroll Schools and liaising with Teachers Pensions where required. Ensure NHS pensions returns are completed accurately and on time. Work with the relevant external agencies and the payroll service to identify, review and resolve data anomalies.
- 2.22 To have lead responsibility for HR on payroll, pensions and related audits.
- 2.23 To manage and co-ordinate the Salary Sacrifice Schemes (Childcare Vouchers and Cycle to Work), including authorising Cycle to Work applications, arranging payment of invoices, raising orders and liaison with outside organisations
- 2.24 To be responsible for all Pay Awards, liaising with the Payroll Provider to make sure all payment tables are updated, including all permanent and temporary pay element tables. Liaise with Schools to provide current information and guidance on any new changes.
- 2.25 Ensures incremental progression is correctly and accurately applied by the providers on schedule. Ensures management grade increments are correctly and accurately applied.
- 2.26 To provide initial HR support to Managers regarding Annual Leave queries and other HR matters including authorising Time and Expenses claims when a claim is out of date.
- 2.27 To be responsible for the development of the HR Processing & Support Team to be kept updated on all legislation and Statutory changes Including on-going training on system updates and process improvements whilst keeping team How to Documents updated.
- 2.28 To process Long Service Awards for employees leaving through redundancy or Retirement. This includes ordering and payment of Gift Cards, arranging for

certificates to be signed and sealed and logging the details. Arrange for journal transfers and invoices to be made to recoup money spent initially by HR.

2.29 Provides full management, guidance and direction to staff within the team.

2.30 Ensures the mainstreaming of Merton's commitment to Diversity.

2.31 Complies with all aspects of the Council's Health and Safety Policy and arrangements.

2.32 Undertakes other duties of a comparable nature elsewhere within the HR Division as required.

2.33 This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.