

JOB DESCRIPTION

Job Title	Payroll & Pensions Administrator
Reports to	Head of Payroll
Job Purpose	The Payroll & Pensions Administrator supports the delivery of an accurate and compliant payroll service in a complex and high-volume organisation. The role is responsible for carrying out the input and interrogation of a wide range of pay and people data to fulfil the monthly payroll cycle to over 6,000 workers.
Key Deliverables	• Maintain accurate and compliant employee, payroll, and pension records within the HRIS. • Support the delivery of accurate and timely monthly payroll processing across multiple terms and conditions. • Investigate, calculate, and resolve complex payroll queries. • Conduct regular payroll audits and quality checks, identifying and correcting data errors and anomalies. • Administer pension schemes, salary sacrifice arrangements, and third-party deductions in line with legislative and organisational requirements. • Manage absence records and payroll-related reporting to ensure accuracy and compliance. • Provide expert support and guidance to managers and colleagues on payroll and pension matters. • Identify payroll risks, process inefficiencies, and data issues, implementing corrective actions and continuous improvements. • Ensure payroll deadlines, service standards, and regulatory obligations are consistently met. • Build effective relationships with internal stakeholders to resolve payroll issues and maintain a high-quality payroll service.
Key Accountabilities	• Input of data to the HRIS, ensuring accuracy, compliance and consistency. • Assist with daily quality checks and cyclical reporting of salary information, interpreting anomalies and liaising with a variety of internal stakeholders to remediate or highlight issues where action is required. • Manage escalated queries from the payroll team inbox, coaching and mentoring front line staff in resolution. This may involve complex calculations spanning many months. • Assist with the calculation of salary under payments and recovery of salary overpayments.



	• Support the Head of Payroll in the finalisation of the monthly pay cycle and processing of third-party deductions and payments. • Maintenance of absence schedules and reporting to ensure accurate record keeping. • Monthly review of pay data, removal of duplicate or erroneous entries and liaising with home managers to resolve queries. • Analysis of complex queries that require manual intervention and/or calculation, escalating to wider teams when required. • Identification of risks and inefficiencies, ensuring these are appropriately recorded and mitigated where possible. • Supporting the monthly pay roll, inputting information accurately, across a complex range of terms and conditions. • Administration of salary sacrifice schemes, entitlements and arrangements. • Administration of a variety of pension schemes and payments.
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PERSON SPECIFICATION

Knowledge and Experience	• Previous experience working within a complex pay landscape, with multiple terms and conditions affecting pay and TUPE situations. • Knowledge and experience of administration of salary sacrifice schemes, entitlements and arrangements. • Intermediate Excel skills (look ups, pivot tables, IF statements). • Excellent knowledge of payroll legislation and compliance topics. • Ability to deal with volume transactions and enquiries. • Pension administration experience essential. • Experience using iTrent is desirable. • Confident communicator, able to deal with queries in a calm and empathetic manner.
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