

Job Title: Payroll Helpdesk Advisor

Salary Range: £18,000 – £19,000

Reports to: Payroll Team Leader

Location: Oldbury, West Midlands

Who are we?

Shaw Trust is a charity helping to transform the lives of young people and adults across the UK and internationally. Our specialist services help people gain an education, enter work, develop their career, improve their wellbeing or rebuild their lives. We add value to every service we deliver by investing back into the people and communities we support.

We are one of the largest 25 charities in the UK. We use our combined experience of over 75 years to support people to develop their potential. We have one goal : to help transform the lives of one million young people and adults each year by 2022.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

We need an experienced and dedicated Payroll Helpdesk Advisor to co-ordinate the Commercial Payroll helpdesk. You will be working on the front line of the Commercial Payroll team delivering excellent customer service and accurate and efficient system administration.

We need a customer focused individual who will ensure all queries or issues are resolved in a timely manner or escalated as appropriate and provide support to their resolution.

Are you right for the job?

- *Do you have experience of working on a helpdesk?*
- *Do you thrive in an environment that encourages you to find new ways to help people?*
- *Do you work well in a team and stay focused under pressure?*

Person Specification

Job Title: Payroll Helpdesk Advisor

(E = Essential D = Desirable)

Competencies • Embraces change and drives continuous improvement (E) • People centred in a commercial framework, takes accountability for results (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Collaborates and unites with others behind the organisations mission (E) • Provides a best in class service to all clients internal and external (E)
Technical competency (qualifications and training) • Customer service qualification or equivalent qualifications / experience (E) • Good knowledge of databases and computer packages which include Word and Excel (E) • Knowledge of the iTrent system (D) • Knowledge of GDPR legislation (E)
Experience • Previous experience of working in a payroll team (D) • Previous experience of working in a commercial helpdesk environment (E) • Use of computerised payroll systems (E) • Experience gained in a similar sized organisation (D) • Experience of Tax, National Insurance, Statutory Sick Pay, Maternity and Paternity Pay (D)
Skills and Attributes • Customer Service focused (E) • Ability to work with accuracy within deadlines (E) • Ability to remain focused and self-motivate (E) • Ability to problem solve and present solutions (E)
Personal qualities, communicating and relating to others • Commitment to customer service (E) • Willingness to act as an ambassador for the Commercial Payroll department (E) • Good communications skills, both orally and in writing (E) • Commitment to personal and professional development (E) • A corporate team player – able to focus on the good of the broader organisation, and the clients we serve (E)
Safeguarding • Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • Role requires a Criminal Records Bureau disclosure at basic level. (E)

Main Duties and Responsibilities

1. To co-ordinate the Commercial Payroll helpdesk, being the first point of contact for all queries via email and phone
2. To respond to queries where able or allocate to the relevant member of the payroll team, within the agreed SLA
3. To monitor the schools Microsoft Team sites in the event of absences, or as required
4. To be responsible for the administration of user accounts, including setting up new accounts, resetting passwords and deleting leavers' accounts
5. To assist with the administration of security profiles, including setting up data, function, group accesses and roles as required, and amending user profiles based on authorisation forms received
6. To support with iTrent security checks and reviews
7. To assist with the iTrent system set up for new payroll transitions, as required
8. To undertake other duties as required as an integral member of the wider Payroll Services Team.
9. To undertake appropriate learning and development as identified through regular appraisals and reviews. Keeps up to date with changes in regulations, enforcing adherence to these requirements and advising management of actions that need to be taken.
10. To adhere to Shaw Trust policies, procedures and quality standards.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.