



SENIOR PAYROLL OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Senior Payroll Officer
Band	4
Directorate	Corporate
Accountable to	Payroll Manager

JOB OVERVIEW

- Responsible for accurately preparing, and for thoroughly checking, within given deadlines, an allocated section of work covering weekly/ monthly payrolls, ensuring compliance with Trust policies and procedures, Terms and Conditions of service, Pension Scheme regulations, and Government Legislation.
- Responsible, for all administration and maintenance work, for that allocation.
- Supervises Payroll Officers and provides a first destination for advice and guidance when necessary.
- Processes end to end Weekly Payroll.
- Provides support to, and covers for, the Assistant Payroll Manager as required.

Scope and range

- Supervises the daily work of Payroll Officers, and provides advice and guidance as required.
- Supports, and covers for, the Assistant Payroll Manager when required.
- Run end to end Weekly Payroll, with the support of Assistant Payroll Manager.
- Responsible for paying staff working for a specific area / directorate / organisation, within the Shared Payroll Service.
- Acts on own initiative, within clearly defined operational policies.
- Work is managed, rather than supervised, although support and supervision is readily available.
- Significant VDU use, including rapid, accurate data entry, hence well-developed keyboard skills is essential.
- Deals with managers, staff, and outside organisations.
- Undertakes the necessary training and education for nationally recognised qualifications.

Main duties and responsibilities

- Proficient in the use of the payroll computer input system, ESR.
- Supervises, and provides support, advice, and guidance, to Payroll Officers.
- Assists with the training of Payroll Officers.
- Supports Assistant Payroll Manager and provides the necessary cover in his/her absence.
- Through continuous training and occasional, direct supervision, becoming fully conversant with the complex technicalities of the following areas and their general application to staff pay.
 - local policy and procedures (including audit procedures)
 - Terms and Conditions of service relating to staff on the relevant payroll allocation.
 - NHS Pension Scheme regulations
 - Relevant Government Legislation, e.g., PAYE / SSP/ SMP/ Data protection
- Accurately planning, preparing, and producing allocated monthly payrolls in accordance with the above requirements within given deadlines.
- Completes manual payroll calculations as necessary, including the preparation of payable order requests, and the arrangement for urgent payment through the relevant Finance department.
- Developing a good working knowledge of a specific payroll allocation to help to avoid under or overpayments, likely to result from late submission of data by manager e.g., by chasing monthly timesheets.
- Where necessary, contacting managers and staff to query unclear or insufficient payroll data submitted, educating managers in payroll procedures as part of the process, and enhancing customer relations.
- Ensuring full compliance with internal Payroll Procedures, e.g., ensuring that all input documentation received is authorised, then prepared and certified by the Payroll Officer within the designated timetables to ensure prompt payment to individuals. The Senior Payroll Officer, is one of two authorised signatories, required by audit procedures, for the payment of salary advances.
- Proposes changes to existing payroll procedures, where these may bring improvements to the efficiency of current working practices.
- Thoroughly checking assigned payroll output, in line with the internal Payroll Procedures.

- Receiving and arranging distribution of payroll output
- Dealing with payroll associated forms, correspondence, and documentation, specifically dealing with DWP and Inland Revenue enquiries and returns, and requests for personal employee information, ensuring compliance with the Data Protection Act where applicable.
- Responding to general pay queries raised by employees, Managers, HR, and other departments, in a timely, effective, and professional manner. Investigating issues and offering explanations to sensitive/complicated payroll matters.
- Maintaining necessary payroll records and personal staff files including timesheets and other input records and ensuring that they are verified and audited as necessary.
- Complying with Standard Financial Instructions of the Trust, and general rules as issued to Finance Directorate staff, observing Data Protection Regulations, and acting in accordance with departmental procedures.
- Abiding by the health and safety practices and codes authorised by the Trust.

Systems and equipment

- Use of PC, photocopier, fax machine, telephone.
- Through continuous training, achieving, and maintaining, a good working knowledge of relevant software programs, Electronic Service Record system (ESR) Word and Excel.

Decisions and judgement

- The post requires a measure of independent judgement, including the critical examination of particular cases of importance. Workload is managed rather than supervised, although support is readily available.
- The post holder is responsible for the immediate oversight and control of a particular block of work, which includes the supervision of staff in a lower grade.
- The checking, and verification, of the interpretation and input of all permanent amendments, made by Payroll Officers.
- Ability to prioritise work, to work in an organised fashion, and to oversee the daily workload of the Payroll Officers.
- May at times be required to cover for the Assistant Payroll Manager.
- The ability to cope with the pressures of meeting constant deadlines, is essential.

Communication and relationships

- Payroll Services is customer focused and therefore customer service skills are required. Good interpersonal communication skills are essential, in that Senior Payroll Officers, will be relaying technical payroll information to staff and managers alike. They will also, at times, need to “diffuse” difficult enquiries from staff and managers.
- Discusses payroll related queries with staff, including reasons for delays in payment and other sensitive, and possibly contentious issues.
- Communication is verbal, in writing, or in person, with –
 - Payroll Officers
 - Staff/managers employed on the relevant allocation.
 - External organisations, regarding pay related enquiries / matters, i.e. earnings requests for mortgages in compliance with the Data Protection Act, Tax Office enquiries, etc:

Physical demands of the job

- Prolonged periods of concentration required to ensure consistent accuracy of payroll data input within given deadlines.

- Regular requirement to maintain complete concentration whilst checking specified allocation of payroll output.
- Regular daily prolonged use of Computer, involving static postures.
- Regular maintenance of filing system

Most Challenging / difficult parts of the job

- The nature of the service provided by Payroll, is, that customers only make contact when there is a problem. Consequently, enquiries received can frequently be from irate and distressed staff. Senior Payroll Officers, must demonstrate, tact, understanding and an ability to explain complicated information in a clear and concise manner. Eg: reasons for under/over payment and the subsequent remedial action. Occasionally, particularly difficult calls will need to be passed up to the Assistant Payroll Manager, eg: if a manager or member of staff requests this.
- Aiming to meet a tight deadline and produce an accurate payroll, and therefore needing to maintain intense concentration whilst receiving regular interruptions from – o staff and their managers with payroll enquiries,
 - o Payroll Officers
 - o other departments and external bodies making payroll related enquiries,
 - All of whom want an immediate answer, therefore resulting in the post holder having to quickly change focus between tasks, with no prior notice.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> NVQ Level 3 or the equivalent experience A good basic academic record, to include O level or GCSE in Maths & English 	<ul style="list-style-type: none"> AAT Level 3 in payroll or the equivalent

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> NHS, Local Government or similar, NHS payroll experience is essential Previous experience in training junior staff members in routine tasks. Detailed understanding of NHS terms and conditions of service, local policies, and procedures. Good understanding of PAYE, and other payroll related legislation. Good understanding of the e-rostering functionality. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Good computing / keyboard skills to include Excel and Word• Good interpersonal skills /Ability to communicate clearly at all levels.• Excellent customer service skills• Ability to prioritise and work in an organised and accurate manner within deadlines.• Ability to learn quickly and adapt to change	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• To be motivated and flexible	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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[Getting to The Princess Royal Hospital](#)