



# Payroll co-ordinator Job specification

## Being part of Wellers

- Requires recognising and embracing the Wellers values;
- Requires integrity and means that I will be open, honest and fair in my dealings with others.
- Involves a relationship and means that we can totally rely on one another.
- Requires commitment and means that I will do what I say I will, when I say I will.
- Is to be successful, which means that Wellers grows, by helping clients to succeed.
- Requires initiative which means looking for all solutions and delivering Business Oxygen.

## Your role within Wellers

Wellers is proud to be an organisation that has long standing associations with its staff and as a member of the client services team you are an essential part of the client experience. As an organisation we are keen to ensure every opportunity to develop is provided.

You have been chosen for this role because we believe you possess the **integrity**, necessary **initiative** and **proactivity** to support the business adviser role.

Your work will be mainly office based with the team however at times you may be required to attend client premises where you will be representing Wellers.

As a payroll team member, you will be expected to:

- Provide support to more junior colleagues by producing work without the need for basic amendments, and to agreed timescales.
- Meets payroll operational standards by contributing information to strategic plans and reviews; implementing production, productivity, quality, and customer-service standards; resolving problems; identifying system improvements.
- Use self-review and analytical review techniques to identify fundamental errors that should not have to be identified by managers and partners.
- Understand the Wellers Business Oxygen position and promote this in all communications with clients.

## Duties and responsibilities

There are various key areas in which we would expect you to gain proficiency. This is not an exhaustive list but is an indication of the responsibilities that are expected of Wellers' payroll team members.

### 1. Technical knowledge

- Developing technical knowledge through a combination of workplace learning and personal development.
- Have an excellent cross section of knowledge across all the key areas of payroll including fundamental knowledge of;
  - Tax
  - NI
  - SSP
  - SMP
  - SPP
  - Pension deductions
  - Student loans
  - Deductions pre and post tax
  - Pay elements subject to tax and NI and those that are not
  - Year end filing requirements
  - Understanding of P11d's and implications to payroll runs
  - Paying PAYE and NI online
- Ability to set up and operate schemes;
  - Cycle to work
  - Troncs
  - Childcare vouchers
  - Salary sacrifice
- Able to grasp and apply core principles relevant to these areas demonstrating an enthusiasm to develop a thorough understanding of key concepts.
- Up to date with legislation in terms of changes to payroll matters year on year.
- Excellent knowledge of Auto Enrolment legislation and all compliance matters in relation to that.
- Significant knowledge of the Sage system and displaying full competency in this area.

- Proactive in applying learnt knowledge to work thereafter and applying across all jobs.
- Willingness to share your skills and knowledge with the wider Wellers team.

## **2. Payroll delivery**

- Processing payroll for a portfolio of clients and ensuring the teams payrolls are under control and processed on a timely and accurate manner
- Consideration of all unusual matters upon processing and questioning the accuracy and the reasons why upon preparing and checking others payrolls.
- Demonstrates and applies enthusiasm to completing work to a high standard.
- Completion of payroll with no errors and delivery to clients directly.
- Use initiative on suggestions to put forward to client improving the delivery and the payroll service.
- Responsible for ensuring that BACS payments, RTI and AE submissions are accurate and timely.
- Ability to analyse and understand current systems, spot inefficiencies or weaknesses and identify ways to improve all aspects.
- Able to work efficiently to a budget and have an awareness of hourly rates.
- Keeping more senior members of staff updated on the stage of completion of work set.
- Ensure feedback is requested from those reviewing your work and proactive in applying action points to future work.

## **3. Communication**

### **Internal**

- Taking responsibility for checking your work plan in advance and discussing any issues with managers as they arise.
- Acting responsibly and proactively acknowledging deadlines to assist the team in meeting client expectations.

- Ensuring you provide feedback on team members work.
- Ability to communicate with all team members in a professional manner.
- Ability to act on own initiative.

#### **External**

- Strong written and verbal communication skills
- Provide clear and succinct communication to clients so all instructions are clearly understood by clients.
- Forming strong relationship with clients.
- Competently dealing with HM Revenue & Customs on the phone on behalf of clients for manager.

#### **4. Team supervision**

- Taking responsibility for proactively reviewing your work plan and to do list and discussing any issues with managers as they arise.
- Take responsibility for planning for deadlines to reduce the impact on the wider team to avoid sudden requirements for staff not scheduled.
- Briefing partners and managers on payroll matters.
- Checking other team members' payrolls for accuracy and providing feedback.
- Ability to motivate and train junior members of staff.
- Ability to influence the team in regard to chargeable time and highlight the importance of the wider commercial business.
- Ability to get the team to understand the importance of the absence of errors in the delivery of payroll.
- Assisting partners and managers with monthly billing, showing an understanding of the process and taking responsibility for looking at WIP.

## 5. Development of Wellers and your role

- Understanding of the Wellers Business Oxygen position and promoting this wherever possible.
- Assisting in developing our payroll services for clients including the implementation of auto enrolment services and new technology
- Assisting in the set up of systems and their implementation in order to ensure timely, accurate and proactive delivery of information and reports to clients.
- Identify process improvement initiatives and define standards for new processes.
- Ability to show initiative and take responsibility for allocated tasks.
- Show a desire to take on more responsibility and progress in the role.
- Ability to develop strong relationships with clients to enhance the service given and provide business oxygen.
- Showing an interest in promoting Wellers to potential clients.
- Recognising and embracing the firm's values.

## 6. General requirements of the role

- Displaying energy and enthusiasm for all aspects of the role, a willingness to assist others in any way possible and to take on new challenges
- Demonstrating commercial awareness and ability to work to a budget.
- Time management – using your calendar and the available software to manage your to-do list and any tasks allocated to you.
- Timely completion of your CCH timesheet to enable managers and partners to consider WIP.
- Demonstrate an awareness of your chargeable and non-chargeable time and ensure non-chargeable time is minimal and / or beneficial to Wellers
- Demonstrating reliability

- Being timely – ready to start work in accordance with the office opening time
- Meeting the required standards of personal presentation and appearance in order to be able to represent the firm.

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