Finance Department

Deputy Head of Payroll & Pensions

(Available from February 2024)

Reference Number:
Closing date:
Interviews:

To apply:

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest

Committed to equality and diversity
The Department

Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

The Finance Department has responsibility for budget preparation and monitoring, financial accounting, treasury management and control of all payments made, and income received by the College. The main aims and objectives of the Department can be summarised as follows:

- To play a leading role in the development and implementation of the College’s financial strategy.
- To value professionalism, integrity, quality and individual commitment.
- To set excellent standards of service and ensure that they are met.
- To be customer-orientated; responding to customers’ needs and cooperating with and supporting customers.
- To help customers to interpret and make use of the information which we provide.
- To communicate effectively.
- To be helpful, friendly, and professional in dealing with telephone and other enquiries.
- To provide timely, accurate and appropriate management information to the College’s Senior Management Team, to all College Committees, to the College Council, to Schools, departments and to other users.

www.goldsmiths.ac.uk/finance
Payroll and Pensions Team

The Payroll and Pensions Team is comprised of five staff including this post, which reports to the Head of Payroll and Pensions who in turn reports to the Deputy Director of Finance. It is responsible for the College’s payroll and pension administration. The payroll covers over 2,000 staff and the team also process a pensioner’s payroll as well as ad-hoc payments and expenses on a weekly basis.

The Team also records all necessary pension information for both the London Pension Fund Authority and the Universities Superannuation Schemes.

The College uses Business World ERP system for Finance, Procurement, HR and Payroll. There is an ongoing programme of improvements to POD (HR), Payroll and Pensions systems and process. Alongside this is the challenge to keep up with changes in the external environment, for example the Universities Superannuation Scheme has recently introduced significant changes to benefits that required the reconfiguration of pension systems and processes.

The Role

Main duties:

- Line manage the Payroll and Pensions coordinator team, ensuring their performance is effective and their development needs are met.
- Deputise for the Head of Payroll and Pensions in their absence.
- To be responsible for the provision of an effective, accurate and timely payroll process, ensuring compliance with statutory regulations currently in force.

- To ensure effective communication channels are in place both within the team and with the university generally in relation to payroll and pension matters.
• To ensure compliance with all statutory requirements of PAYE and pension schemes and to ensure accurate and timely reporting as required by HMRC, RTI and pension scheme returns.

• Assist the Head of Payroll and Pensions with the ongoing development and improvement of the payroll and pensions systems and processes. As the Payroll Manager you will be expected to take the lead on requirements specification, user acceptance testing and work closely with the Head of Payroll and pensions, and the Business World support team to ensure that any system changes meet the requirements of the payroll department according to current legislation.

• To maintain and update the payroll and pensions process manual with regards to any changes to processes and ensure that staff are trained fully in all processes within the department.

• Work closely with colleagues in POD to ensure that data collected through online submission by employees, departmental managers and POD colleagues is translated into payroll information and processed to ensure payments to staff, statutory and other deductions are made accurately, along with the maintenance of an accurate payroll database.

• Inputting and processing tax and pension data, ensuring tax and pension auto-enrolment, SMP, and SSP compliance, along with other data and deductions related to non-statutory matters such as season ticket loans.

• Run and check payroll reports to ensure the accuracy of the payroll and make appropriate adjustments.

• Oversee the manual payments processes and associated documentation for urgent one-off matters and advances. Ensure advances are subsequently recovered and any outstanding balances dealt with swiftly.

• Manage the input and processing of expense claims by payroll staff, ensuring compliance with both internal policy and tax regulations, identifying, and resolving any issues or queries.
• Provide the data required by the pension schemes, ensuring it is accurate and consistent with the College HR/Payroll database. Prepare and submit monthly and annual returns to the pension schemes and build relationships with the scheme account managers to make sure that we can achieve effective communications. Arrange for relevant training for the department in line with any scheme changes and work with the pension providers to make sure that we give them what they need to administer the pensions effectively on behalf of staff.

• Work closely with the Finance team, ensure that the accounting entries related to payroll expenditure are accurately recorded in the Finance system and that their questions on payroll related financial control accounts are answered promptly.

• Provide payroll management information as required, working closely with colleagues in POD, Finance and Strategic Planning teams.

• Be the first point of escalation to respond to and resolve pay and pension related queries promptly and helpfully. Including dealing with and responding to written correspondence from internal customers and external bodies.

• In addition, you will be required to undertake any other duties as may reasonably be required.

• At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/ Dignity at Work Policy.

• At all times ensure that personal payroll matters are treated in the strictest confidence.

• At all times to help maintain a safe working environment by attending training as necessary and following the College’s Health and Safety Codes of Practice and Policy.
Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required.

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

The Category column indicates the method of assessment:

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>A level or Equivalent</td>
<td>✓</td>
<td></td>
<td>A, I, C</td>
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<tr>
<td>Full or part qualified with a payroll body (e.g. CIPP) or equivalent level of experience</td>
<td>✓</td>
<td></td>
<td>A, C</td>
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<td><strong>Experience</strong></td>
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<td>Proven experience of working with payroll and processes and procedures in a similar sized organisation</td>
<td>✓</td>
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<td>A, I, R</td>
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<td>Experience working in a higher education institution or similar type of organisation</td>
<td>✓</td>
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<td>A, I, R</td>
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<tr>
<td>Experience of using Business World payroll system</td>
<td>✓</td>
<td></td>
<td>A, I</td>
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<tr>
<td>Experience of using computerised payroll systems including User Acceptance Testing</td>
<td>✓</td>
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<td>Experience of working in a customer focused team</td>
<td>✓</td>
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<td>Experience of dealing with pension scheme providers</td>
<td>✓</td>
<td></td>
<td>A, I</td>
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<tr>
<td>Experienced user of Microsoft Word and Excel</td>
<td>✓</td>
<td>A, T, I</td>
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<td>A proven track record of managing a highly effective team</td>
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<td>A strong understanding of manual and computerised payroll systems and the ability to calculate payments manually and keep up to date with legislative changes</td>
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<td><strong>Knowledge</strong></td>
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<td>Good working knowledge of computerised payroll systems and pay related conditions of service, particularly those relating to Statutory payments</td>
<td>✓</td>
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<td>Excellent knowledge of Business World Payroll/HR System</td>
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<td><strong>Skills</strong></td>
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<td>Numeracy and attention to detail</td>
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<td>A, T, I</td>
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<td>Ability to deal accurately with a large volume of payroll data which must be processed within prescribed time scales.</td>
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<td>A, I</td>
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</table>
Excellent verbal and written communication skills with the ability to clearly express payroll and pension issues to non-expert colleagues. ✓ A, I

Ability to interpret and reconcile complex financial data from a variety of sources using tools such as Microsoft Excel. ✓ A, I

Able to think strategically while also adopting a hands-on approach. ✓

**Additional Attributes**

- Ability to prioritise workloads effectively, balancing conflicting deadlines and achieving results and deliverables within fixed timescales. ✓ A, I
- Self-motivated, dynamic individual with a flexible approach to work. ✓ A, I
- Ability to adapt to change and specific requirements of an organisation such as Goldsmiths ✓ A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

**Summary of Terms and Conditions**

**Salary and hours of work**

The salary will be paid at Grade 8 and normal hours of work will be between 9 am to 5 pm, Monday to Friday with at least two days in the office as part of a hybrid way of working.