

## Job Description and Person Specification

### Business Solutions Team Lead

| Job Details         |                   |
|---------------------|-------------------|
| Grade               | GRD8              |
| Service             | People & Business |
| Location            | Friargate         |
| Job Evaluation Code | A5967             |

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Providing a high-quality Payroll & Pensions Service for the City Council and external customers through the management of the Team.

#### Main Duties & Key Accountabilities

Managing the work & performance of the team, taking responsibility for recruitment, discipline, capability, grievance and health & safety within the team.

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| Leading projects to ensure continuous development e.g., new system modules, produce reports & make recommendations.   |
| Taking responsibility for monitoring and managing resources to meet changing/conflicting priorities whilst ensuring statutory responsibilities are met.                               |
| Analysing and interpreting data and producing simple communications, ensuring the continuous improvement of the service.  |
| Having responsibility for interpreting and advising colleagues, managers and customers on the implications arising from policies & legislative changes impacting the service          |
| Providing system training to teams & external customers on the HR/Payroll system, producing training notes and materials keeping up to date with developments.                        |
| Taking responsibility for processing monthly payrolls and associated outputs, identifying, understanding and rectifying problems and setting monthly and year-end payroll schedules.  |
| Developing positive working relationships with new and existing customers on contracts for payroll & pensions services and service level agreements.                                  |
| Undertaking system testing, developing test plans, identifying issues and developing solutions in conjunction with system providers.  |
| Taking responsibility for the maintenance and control of HR/Payroll system to ensure integrity & compliance.  |
| Ensuring all pay awards, service condition changes & routine processes are applied in accordance with system, user and corporate requirements.  |
| Ensuring the maintenance of efficient system management records, control systems and procedures such as those related to database deletions/amendments and payroll running schedules. |

| Key Relationships |  |
|-------------------|--|
| External:         | External customers, HMRC, DWP, Software Supplier, Pension Scheme Administrators, BACS Bureau Supplier. |
| Internal:         | All employees, Managers & Councillors.   |

## Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

HR Payroll Systems & MI Project Officer  
 Business Solutions Officer  
 Establishment Control Supervisor  
 Payroll & Pensions Trainee/Assistant/Co-Ordinator

## Person Specification

### Requirements

|                    |   |
|--------------------|---|
| Knowledge          | Up to date knowledge of payroll & pension provision including statutory legislation, legal requirements & National & local Terms & Conditions         |
|                    | Have extensive knowledge of computerised systems & audit requirements in respect of payroll and pensions.   |
| Skills And Ability | Have adaptability and flexibility to manage changing and complex priorities, improving efficiencies & reviewing processes.                            |
|                    | Have excellent communication skills and the ability to effectively communicate complex ideas and information to a range of audiences and stakeholders |
|                    | Have high level analytical skills, ability to analyse data, and turn into simple and impactful communications and actions                             |
|                    | Evidence of highly developed people management skills in relation to the motivation, training, leadership and development of employees                |

|                      |  |
|----------------------|--|
|                      | <p>Able to contribute to HR policies, strategies, procedures and projects.</p>   |
|                      | <p>Able to deliver a customer focused service that meets customers needs and complies with SLAs and contracts.</p>   |
|                      | <p>Have a high level of numeracy skills for complex payroll &amp; pension calculations</p>   |
| <p>Experience</p>    | <p>Have experience of building effective working relationships with internal and external stakeholders at all levels, to work collaboratively and achieve objectives</p> |
|                      | <p>Experience of encouraging, recognising and sharing innovative ideas from a diverse range of colleagues and stakeholders to inform changes or improvements</p>         |
| <p>Qualification</p> | <p>Have professional CIPP Qualification or equivalent.</p>   |