

## Payroll Specialist Manager

Band E (£41,380 to £52,197), Swindon/Newport

### What it's like to work in the Payroll Services team

Our Payroll Services team is a group of professionals who are passionate about delivering high-quality service to our clients and customers. Our team operates in a fast-paced, high-energy environment with fixed deadlines and high transaction volumes. This provides a rewarding opportunity to make a tangible impact while continuously developing expertise.

Looking ahead, our vision for the next five years is to evolve into the **leading payroll service provider for the public sector**, underpinned by cutting-edge technology and professional excellence. We are embarking on a journey of transformation that includes the widespread adoption of improved ERP technology (Oracle Fusion and Workday), enhancing automation, accuracy, and efficiency across our service for our clients. This digital shift will not only streamline operations but also **empower our people** to focus on value-added tasks and strategic payroll management.

We are **committed to raising professional standards**, ensuring our teams develop deep payroll expertise and leadership capability. By embedding best practices, fostering collaboration, and driving continuous improvement, we aspire to build a payroll function that sets the benchmark for public sector payroll services.

As we embrace hybrid working, our roles offer flexibility in working patterns and locations. We ask that you join the team in the office once or twice weekly to share best practices and discuss key issues. Our leaders and managers work collaboratively to foster a supportive yet high-performing culture. If you thrive in a dynamic, complex, and evolving environment, we want to hear from you.

### Key responsibilities

As the Payroll Specialist Manager in Payroll Services, you will play a strategic role in leading a small team of Payroll Specialists providing advice and guidance on the end-to-end payroll process across multiple clients and their payrolls. Your responsibilities will include:

#### Leadership, Culture & Capability Development

- Manage and develop a small team of Payroll Specialists, ensuring high performance and engagement.
- Build and lead a culture within the team that encourages accountability, consistent ways of working, and good customer service, ensuring alignment with business objectives and service excellence.
- Establish clear objectives for team members and support performance management processes.
- Proactively manage talent and succession planning, addressing workforce capability gaps and eradicating single points of failure.

- Lead the development of specialist payroll knowledge across the function, ensuring teams are up to date with evolving legislation, industry best practices, and technological advancements.
- Design and implement initiatives to enhance payroll capability, including knowledge-sharing frameworks, training programmes, and expert guidance for colleagues.
- Act as a subject matter expert, providing strategic insight and technical expertise to support continuous improvement and service excellence.

### **Payroll Excellence & Compliance**

- Lead a centre of excellence for payroll across the organisation.
- Oversee the monthly BACS submission process, including reconciliations and approvals for all clients.
- Ensure compliance with payroll regulations, overseeing In-Year and Tax Year End processes across all platforms.
- Act as the lead for HMRC engagements, managing PAYE scheme onboarding/offboarding and maintaining accurate accounts via the HMRC Gateway.

### **Stakeholder Engagement & Service Management**

- Build and maintain strong relationships with internal and external stakeholders, including clients, third-party providers, and cross-functional teams within UKSBS.
- Represent Payroll at client partnership meetings and within governance forums to influence decision-making and service enhancements.
- Act as the final escalation point with Finance, HR, Customer Support Services, and other business areas for complex payroll queries.

### **Process Improvement & Digital Transformation**

- Contribute to client-led and internal projects, balancing improvements with maintaining day-to-day service delivery.
- Oversee engagement with digital teams to ensure payroll-impacting system patches and ERP upgrades (e.g., Oracle Fusion, Workday) are tested and approved.
- Support the transition to new technologies, aligning payroll processes with UKSBS's evolving ERP and automation strategies.

### **Governance & Best Practice**

- Lead the review and maintenance of governance documentation, including process maps, desk notes, and audit recommendations.
- Drive the implementation of best practices within the payroll specialist function to enhance efficiency and accuracy.

Flexibility may be required to respond to the changing needs of UKSBS and our service. You may also be asked to support with ad hoc projects and pieces of work relevant to your role in line with business requirements.

## Knowledge, skills, and behaviours

### Essential

- Chartered Institute of Payroll Professionals (CIPP) qualification or equivalent experience.
- Extensive knowledge of current statutory payroll guidelines and best practice.
- Ability to accurately calculate gross to net calculations manually, including overpayment calculations.
- Experience in team management within a payroll or service delivery environment.
- Excellent problem-solving skills and ability to manage and provide guidance on complex payroll issues.
- Strong stakeholder management skills, with the ability to influence and build partnerships at all levels.
- Demonstrated ability to drive performance improvements and successfully manage change.
- Strong digital capability, with proficiency in MSO 365 (Excel, Word, Teams, SharePoint)
- Minimum of GCSE Maths and English (A-C) or equivalent experience.

### Desirable

- Expertise in data analysis, reporting, and decision-making based on evidence.
- Previous experience managing a payroll service for large or multiple organisations.
- Experience in working with Oracle or similar ERP platforms.
- Background in Shared Services or outsourced service delivery models.

## Opportunities to develop

We value our employees and recognise the importance of ongoing professional development in enabling people to fulfil their ambitions. Whether you are starting out in your career or looking to build on existing experience, we can provide you with opportunities to work towards your goals.

As a Payroll Specialist Manager, you will have opportunities to:

- Lead strategic initiatives and contribute to transformation projects.
- Build leadership capabilities through coaching, mentoring, and people development.
- Influence and shape the service provision by contributing to organisation-wide decision-making.

Our in-house expertise is vast, whether you're interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

---

We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.

