

Job Description: Payroll and Benefits Officer

Background of post

Founded in Scotland in 1997, the Breastfeeding Network (BfN) aims to be an independent source of support and information for all breastfeeding women, parents and others in the UK.

Our vision is a society where all mothers, parents and families are able to make informed decisions about breastfeeding, to access help when and how they need it and to become confident in their choices. Crucially, this also means all help and support offered to parents by BfN volunteers and employees is offered free from commercial interests and free of charge.

In 2021 the charity achieved an award for Good Governance and we are also a Living Wage Employer. Today the charity employs over 150 staff mainly part-time and remote working and involves around 700 volunteer members.

BfN supports more mothers, parents and families than ever through an expanded portfolio of well-evaluated peer support commissions including accredited training across England and Scotland and a strengthened national helpline offering online support. We maintain a small administrative office in Paisley where a number of key support staff are based.

Role summary

The Payroll and Benefits Officer supports an increasingly busy and expanding area of the organisation. This is a wide and varied role in a fast paced environment focussing primarily on a complex payroll but also working in other areas of the HR function which supports over 150 staff and over 300 contracts of employment.

The majority of staff work remotely and several work as a combination of remote working and from a small administrative office base in Paisley including this role. The Payroll and Benefits Officer will be line managed by the HR Manager but will also work closely with other members of the central and wider team including the HR Officer and the Finance team.

The HR function in BfN is also supported by an Employment support package provided by employment lawyers.

Main duties

- To provide an accurate, professional and timeous payroll service and to assist the HR Manager as required in the HR and payroll functions.
- Ensure accuracy of all information input produced and processed
- Manage own workload with support from the HR Manager to ensure timeous completion of all tasks

- Design and maintain HR templates and forms as required
- Implement an effective attendance management system and ensure all managers are trained to deliver this. Ensure absences are recorded and analysed and proactively support line managers with putting action plans in place to address recurring attendance trends and issues.
- Implement an effective holiday management system and proactively support managers with holiday planning/target setting

Payroll

- With support from the HR Manager, process the monthly payroll using SAGE payroll ensure that payroll is produced accurately and on time
- Calculate pay and hours worked in line with current processes and contracts for employment
- Input of contract changes to the system
- Work with finance to ensure posting to accounts is accurate
- Maintaining an efficient and effective payroll inbox filing system in line with Document Retention schedule
- Process all tax code changes, contract changes, new starters and leavers and ensure the accurate input of monthly payroll data to Sage Payroll
- Calculate and process statutory payments including SSP, SMP and redundancy payments
- Ensure that all changes to personal details for staff including bank account changes are verified face to face before inputting to the payroll system
- Run and check all reports and ensure accuracy prior to final sign off for BACS upload
- Ensure that salary payments are approved for payment no later than the 20th of each month
- Submit relevant data to HMRC by the required deadline
- Produce payslips and ensure they are notified to all staff ahead of pay day
- Process payroll year end including the preparation and issue of P60s online
- Respond promptly, accurately and sensitively to enquiries from employees about pay and escalate queries to the HR Manager as required
- Work with the HR Manager to manage, develop and administer payroll systems to improve efficiency, accuracy and reporting including regular review of existing processes and assist with implementation of new systems as necessary

Pension

- Ensure that pension contributions are calculated accurately and communicated to NEST via SAGE on a monthly basis
- Maintain the pension auto-enrolment process and contribution schedule ensuring timely and accurate communication to employees.
- Act as a named point of contact for any pension related queries from employees or the pension provider and escalate to the HR Manager as required.

Other Duties

- Set up timesheets/annual leave forms for new starts, review leaver timesheets and maintain and monitor these for existing staff and contract changes
- Responsibility for the year end process for timesheets/ annual leave forms and process info for auditors. Responsible for set up on new timesheets and annual leave forms
- Administer the end to end leavers process

- Be responsible for absence management including sickness administration, absence recording and producing reports as requested
- Assisting with organisational charts in line with process and staff changes
- Provide back up for issuing of contract offers, contracts of employment and associated information for new and current staff and issuing of contract change letters and maintenance of the associated HR processes
- Working with the Central Support Coordinator to ensure staff registrations are up to date
- Assisting with year end HR and payroll functions as required by the Auditors
- Provide HR administrative support as requested eg: note taking at meetings, support for the Disciplinary and Grievance processes, recording absence etc

General

- Ensuring compliance with brand guidelines in all BfN communication and documentation
- Escalating queries to the HR Manager as and when required
- Providing cover for other members of the admin team on non-working days and during other periods of absence and providing cover in certain areas for the HR Manager as required
- Understand BfN policies and procedures
- Demonstrate awareness of current and future relevant employment regulations, legislation, statutory obligations and codes of practise
- Ensure that payroll information is up to date and available for reporting purposes
- Attend f admin team meetings and any other meetings requested including note taking
- Undertake any other duties on consistent with the key responsibilities and duties of the post as directed

This is not an exhaustive job description and may be subject to change according to the needs and development of the role and organisation

Person Specification: Pensions & Benefit Officer

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

| Qualifications | Essential | Desirable |
|---|-----------|-----------|
| Certificate of payroll practice or alternative HR qualification and/ or work experience of at least 2 years in a payroll role | √ | |
| Demonstrate and relevant payroll experience | √ | |

| Experience and Knowledge | Essential | Desirable |
|--|-----------|-----------|
| Previous experience of payroll and benefits administration | √ | |
| Knowledge of payroll systems | √ | |
| Previous of using SAGE payroll | | √ |
| Demonstrable and excellent knowledge of MS Office, Office 365 including Word, Excel and Sharepoint | √ | |

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|--|---|---|
| A demonstrable knowledge of statutory payments and legislation related to payroll | √ | |
| An understanding of employment law and legislation | | √ |
| Familiarity of general accounting principles | | √ |
| Experience of working within an office environment | √ | |
| Experience of working independently and managing multiple priorities | √ | |
| A high level of accuracy and attention to detail when entering data in to systems , filing etc | √ | |
| Understanding of the need for confidentiality and secure filing of documentation | √ | |

| Skills and Abilities | Essential | Desirable |
|---|-----------|-----------|
| Ability to speak and write fluently in English | √ | |
| Ability to use Microsoft Word to design forms, produce reports and perform mail merge | √ | |
| Ability to use Excel to at least intermediate level and be able to demonstrate this | √ | |
| Ability to organise and manage work independently | √ | |
| Ability to identify and implement effective ways of working | √ | |
| Ability to work effectively as part of a team | √ | |
| Positive approach to change and willingness to help drive continuous improvement | √ | |
| Ability to deliver high levels of customer service and support to project staff and volunteers. | √ | |
| Ability to maintain confidential records | √ | |
| Excellent communication, liaison and relationship building skills | √ | |
| Excellent written and verbal communication skills | √ | |
| Awareness and commitment to equality and diversity | √ | |
| Dedicated home office space and ability to focus solely on work during contracted hours | √ | |

To speak to a Breastfeeding Supporter call the National Breastfeeding Helpline on **0300 100 0210**