

Payroll Manager	
Contract type	Fixed term for 12 months
Working hours	Full-time
Directorate	Finance
Salary	£46,350 pa

Location

IPSA is a hybrid organisation, flexible on UK mainland locations, including Northern Ireland.

Background

The Independent Parliamentary Standards Authority (IPSA) is the independent body that regulates and administers the business costs and decides the pay and pensions of the 650 elected Members of Parliament and their staff in the UK. We were created by the Parliamentary Standards Act 2009, as the world's first independent regulator of MPs' financial remuneration.

IPSA is on a mission! We want to enable MPs to do what really matters by providing a providing an exemplary, seamless regulatory service.

As part of the Finance Directorate, you will lead a team providing pay, pensions and other staff costs to MPs and their staff, totalling c.4000 people, as well as IPSA's people, ensuring MPs access the staffing costs they are entitled to and comply with the rules on spending.

Working with colleagues across IPSA, your shared objective will be to develop, monitor and manage a high-performing team to deliver high quality, consistent and timely payroll support to MPs and their teams and IPSA's people. This shared objective requires you to collaborate with, support and challenge other members of the team, with a collective responsibility for delivery. You will live our values, lead by example, and develop your team, thereby improving the satisfaction of both our customers and our own people.

About the role

Critical to the success and reputation of IPSA, with 80% of IPSA's spend on MPs' Staff payroll costs, the team communicate standard HR practices, educate, and assist MPs and their staff with financial budget management. The accuracy of the information we provide is vital to ensure MPs, as employers of their staff, have accurate, timely data to manage their offices well.

You will lead a team to deliver day-to-day payroll advice and support to MPs and their teams to help them access staffing costs funding, manage their budgets, and spend wisely within the rules. The work requires patience, diplomacy and accuracy and regular collaboration and interaction with our customers and other stakeholders to ensure a high quality, simple and effective service.

You will be accountable for the quality, accuracy and timeliness of the data and information and the motivation and engagement of your team, as well as their understanding of running a professional payroll service.

You will directly lead your own team of Payroll Advisors but are equally responsible for leading work with a matrix of people from other teams across IPSA, all focused on supporting a regional group of

MPs. This will involve significant collaboration and people skills. You will also lead engagement with MPs and their teams to resolve complex issues and complaints, using sensitivity, tact, understanding and confidence, escalating where necessary.

You will use management information, feedback and coaching to monitor and improve performance and cost of service against key performance indicators and quality customer outcomes, leading the delivery, supervision, and improvement of one or more business processes through which we deliver our service to MPs.

You will report to the Head of Payroll and work with colleagues across the Finance and MP Services Directorates to deliver excellent customer service to support MPs and their teams – this includes working with other Payroll Managers, MP Services Managers, and the Head of Finance. You will also work closely with Finance Business Partners to ensure the advice and data provided to MPs about their staffing budgets, spending and payroll is up to date and accurate.

The role will have direct line management responsibilities for between four and five Payroll Officers, depending upon the allocation of work.

Key areas of responsibility

- Lead a team of Payroll Advisors to deliver a joined-up, consistent and timely service to support MPs and their staff and cross functional colleagues.
- Lead your team to deliver high quality customer service via phone, email, and other channels, using data and quality assurance monitoring, feedback and coaching to monitor and improve performance against KPIs.
- Lead delivery of functional work such as operating payroll, year-end processes, annual publication of payroll data and debt management, alongside building key relationships with external stakeholders such as the MP Staff pension provider and Legal and General.
- Lead the resolution of complex issues and complaints, using tact, diplomacy, sensitivity, and confidence, in a sometimes-challenging environment, escalating issues where necessary.
- Work closely with the Systems Accountants and external providers on enhancing our ERP and resolving system issues.
- Lead your team to support MPs to manage their staffing budgets wisely, comply with the rules and to prevent any unexpected budget overspends.
- Lead your team to ensure all spending is within the rules and accounted for correctly, and work with MPs to resolve compliance issues and where necessary, ensure money is returned to the taxpayer.
- Lead your team to ensure internal financial controls are adhered to and any potential compliance issues, fraud, data breaches or other issues are reported and escalated in accordance with procedures.
- Work closely with the Finance team and others to reconcile financial transactions, process redundancy queries, run the pension for MPs staff.
- Work closely with internal and external stakeholders on audit requirements and recommendations.

- Enable and empower the team to improve processes and continually improve themselves.
- Lead the induction and development of your team to improve engagement, including external professional accreditation and qualification.
- Encourage collaboration, problem-solving and improvement across all teams.
- Lead and develop an inclusive team and environment, where everyone can bring their whole self to work, have a voice and perform at their best.
- Support your team's health and wellbeing, by encouraging a healthy work-life balance, living our values, and supporting your team to manage their workload.
- Encourage an environment where openness, honesty challenge and innovation are value.
- Undertake any other reasonable duties as requested from time-to-time.

What we are looking for

You will be an experienced Payroll Manager who is first rate at building and maintaining relationships with senior stakeholders in a challenging environment. You will have experience working in a regulatory or customer service environment, so will have excellent oral and written communication skills with the ability to present and explain complex information.

A pro-active self-starter you will have a keenness and ability to use your own initiative to develop and improve service, anticipate, and respond to any issues. With excellent analytical skills you will have strong attention to detail, helping to lead the team to deliver high quality customer service and accurate payroll.

You'll be joining a diverse and knowledgeable bunch of people, passionate about making IPSA brilliant and so you'll need to fit right in and help the organisation to grow, improve and change.

A full person specification is available on our website: <https://www.theipsa.org.uk/careers-with-ipsa>

Benefits

- Civil Service Pension
- Generous holiday entitlement
- Season ticket/rent deposit loans
- Flexible Working
- Access to learning and development
- A culture encouraging inclusion and diversity; with LGBT+, BAME, Women's and Green workplace groups
- Cycle to work scheme
- Volunteering days

Our commitment and values

We're committed to making IPSA a more diverse and inclusive organisation and we choose to recruit, retain, and develop people with a diverse mix of skills and experience. We are a high-performing organisation that respects diversity and promotes our values through all the work that we do. Our

inclusive workplace environment welcomes people from all backgrounds and our BAME, Green and LGBT+ networks signal our commitment to celebrate and promote diversity and sustainability.

How to apply

If you are interested in applying for this role, please send your CV and a one-page cover letter to ipsa.recruitment@theipsa.org.uk.

We operate a blind recruitment process, so please remove any reference to your:

- Name and title
- Educational institution names
- Age and gender
- Email address
- Postal address and telephone number
- Nationality and immigration status

Please ensure that your CV and cover letter does not contain any personal details which could identify you. We may be unable to consider your application if you do not follow the application guidelines above.

When you submit your application via email to our HR team, your name and email address will only be visible to them and not those who will conduct the shortlisting. The People team will contact you if you have been shortlisted. If you would like further information or an informal discussion, please contact us at HR@theipsa.org.uk

We've adapted our recruitment process during the pandemic, so our interview and onboarding processes are virtual. If you want to join our team, you'll need access to a secure WIFI network and a private space to work from. If you join our team, you'll be supplied with equipment for virtual onboarding, training, and working from home.

We'll be interviewing throughout the application window and so we reserve the right to close the advert early depending on the volume of responses. By applying you confirm you have the right to work in the UK and [have read our Human Resources privacy notice](#).

Latest Application: 6 June 2022.