

Directorate	Finance	Reports to	Payroll Manager
Starting Salary	£31,000	Contract	Permanent
Security level	Counter Terrorism Check	IPSA reference	PO23

Purpose and context

Part of IPSA's role as Parliamentary regulator is to provide a seamless, exemplary payroll service to MP's, their staff, as well as IPSA people. Our work requires patience, diplomacy, and attention to detail as we interact with our stakeholders on a daily basis, ensuring the best quality service is provided.

This role is the first point of contact for all payroll enquiries into the organisation from MP's and their staff. Payroll Officers need to be highly motivated and engaged when interacting with all internal and external stakeholders, so being an effective communicator is key.

The role also plays an important part in inducting and educating customers on IPSA's systems and processes and offers significant opportunity to contribute to the continuous improvement of operational activity that supports achievement of IPSA's strategic objectives.

Key responsibilities

- Responsible for ensuring MPs' staff allocated are paid correctly and on time through the effective monitoring of the payroll. Maintain key performance indicator target of 99.75% accuracy each month. To be a team player by recognising and supporting the whole team to achieve results and to ensure that payroll records are maintained in accordance with 'The Scheme' and HR policies, updating work procedures accordingly.
- To provide best possible customer service through answering calls within 20 seconds and emails within three working days to provide the best possible customer service for internal and external stakeholders. Record all calls received on Engage.
- To assist with any payroll system testing required in order to ensure that the software meets both operational expectations outlined at the time and statutory obligations.
- Adhere to all HMRC payroll legislation, ensure own knowledge and skills are kept up to date routinely.
- To understand and comply with all aspects of pensions automatic enrolment for MPs' Staff.
- Proactively identify opportunities to improve systems and processes whilst ensuring data integrity and security is actively maintained.
- To offer and provide assistance to MPs with their staffing budget expenditure projections and forecast scenarios. Contact MPs with forecast overspends and seek recovery of monies if overspent.

- Attend and present one-to-one meetings/drop-in sessions/roadshows (which may involve occasional travel outside of London), when required and provide necessary payroll/staff budget management training to MP's and their offices when requested.
- Reflecting IPSA's values of staying connected, seeing the bigger picture, being open, doing the right thing and making a difference through all that you do.

IPSA is a learning organisation. We constantly review our work against our customer's need and assess the environment in which we operate so that we can continuously improve. Therefore, the list of key responsibilities may adapt and change over time within the spirit and nature of organisational change and the development of the role.

Person specification

	Essential	Desirable
Experience and technical knowledge		
Payroll processing	✓	
CIPP Technician Certificate		✓
Working and up to date knowledge of HMRC Legislation regarding payroll and pensions and other statutory payments	✓	
Basic Finance Skills inc. Budget Management Skills		✓
Experience of undertaking manual PAYE and NI calculations	✓	
General Pensions understanding including automatic enrolment	✓	
Abilities		
Accuracy and attention to detail	✓	
Good Communication and Customer Service Skills	✓	
Ability to work in a team	✓	
To be a proactive and flexible self-starter, willing to respond to changing business needs and priorities or work outside normal remit of role and working across the organisation	✓	
Resilient and perform well under pressure	✓	
Skills		
Microsoft Word and Excel	✓	
Presentation Skills		✓
Business World		✓
Engage		✓
Good interpersonal skills required to deal with personal and sensitive issues	✓	