

JOB DESCRIPTION

Job Title: Payroll and Pensions Assistant
Department /Division/Unit: Finance/ Payroll, Pensions and PAYE Compliance Team
Faculty/Professional Service: Professional Services
Location: Keppel Street, London
Reports to: Payroll and Pensions Manager
Responsible for: N/A
Full-time/ part-time/ casual: Full-time, 35 hours
Grade: 3
<p>Overall Purpose of the job</p> <p>Provide pro-active operational administrative support within the Payroll & Pensions service for the School. The role holder helps ensure the Payroll & Pensions processes and procedures remain accurate, effective and efficient with an active involvement in the continual development of the service. Handle confidential and commercially sensitive information with integrity as guided by the Payroll & Pensions Manager.</p>

GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

Research

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

Staff community

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Partnerships

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

Education

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 270,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2020 we placed 3rd in public health (1st in the UK). In the 2020 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, and third in Europe for publishing open access research.

In the US News Best Global Universities Ranking 2021, we ranked 3rd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 11th in

the world for social sciences & public health, and 12th best University in the UK overall. We ranked 27th for medicine in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

Principal Duties and Responsibilities

Communications

Using written and oral communications, the role holder will:

- Professionally and clearly answer queries from external agencies such as HMRC and DWP accurately in a timely manner.
- Provide clear and complete explanations to internal faculty colleagues and members of staff to assist with their understanding of complex payroll & pensions queries, eg. PAYE, NI and Salary Sacrifice
- Provide the Payroll & Pensions Manager with relevant and accurate data as required
- Communicate professionally and effectively with internal departments and external networks in order to contribute to service quality, research excellence and innovation.

Teamwork and Motivation

- On a day to day basis, work effectively as part of the Payroll & Pensions Team, undertaking and sharing transactional duties to ensure task completion and achieve deadlines.



- Actively contribute in the Payroll & Pensions team meetings aimed at continually appraising processes to ensure the service is consistently being developed.
- Oversee, co-ordinate and provide support to the Payroll & Pensions Assistant to ensure all payroll transaction responsibilities are carried out to the required auditing standards
- Undertake any other duties as reasonably delegated by the Payroll & Pensions Manager

Liaison and Networking

- Act as one of the first points of contact for payroll and pension related issues for managers, staff and external agencies, such as HMRC and Pension providers.
- Build and maintain strong and effective working relationships with faculty and Professional Services colleagues, taking a pro-active approach and meeting with managers and staff where necessary.
- Attend monthly meetings with HR colleagues to discuss process and system issues and to provide information relating to Payroll and Pensions subjects.
- Attend quarterly Finance team meetings to actively contribute in the improvement in associated Finance and Payroll matters.
- Attend external Payroll and Pensions seminars as required, particularly at year-end when Government Budget implications will be discussed.
- Attend Payroll Alliance and CIPP workshops to network with other Payroll professionals, to discuss common areas.
- Attend the Staff Induction Marketplace, providing information and support to new members of staff
- In Deputy Payroll & Pension's Manager's absence, attend monthly Faculty meetings to represent the Payroll & Pensions Team.

Service Delivery

- This role requires high levels of accuracy and confidentiality. In addition to the standard payroll and pension transactions, the role holder will process a wide spectrum of often complex payroll and pension transactions, dealing with all aspects of statutory pay regulations and ensuring School policies are followed in



relation to pay and deductions from pay and to ensure all members of staff are paid accurately on time.

- Provide effective and professional administrative support to ensure the successful running of the Payroll & Pensions function to the published deadlines.
- Prepare any required salary payment cheques for staff based in the UK and overseas promptly and efficiently.
- Maintain and update current nominal codes on the payroll database to ensure Finance colleagues can accurately complete costing calculations.
- Check annual season ticket loan requests meet School conditions and make necessary payroll adjustments to ensure payment is made on time to provide the staff member with the correct funds by the due date and also to ensure the loan is recovered accurately. In addition, controlling the process for evidence of ticket purchase by the staff member to avoid any him/her suffering any unnecessary tax liability.
- Reconcile all external 3rd party payments including but not limited to HMRC, UCU, Unite, Unison, GAYE and 52 Club. Preparing payment requisitions with correct authorisation and providing all required supporting paperwork.
- Review notifications of overseas loans for staff, ensuring requests have been correctly authorised and meet HMRC criteria. Prepare payment requisitions for submission to Finance and enter details of the loans accurately on the payroll database to ensure correct recovery.
- Respond to all requests for assistance or information promptly and accurately, ensuring all requests are fully understood and met.
- Investigate any queries raised by faculty staff on the General Ledger file and correct as necessary.

Decision Making

- Work in partnership with other members of the Payroll & Pensions team to actively identify potential operational changes, eg. Processes and have an active part in the joint team decision making process to make improvements and develop the Payroll & Pension service.
- On a day to day basis, determine the allocation of payroll transactional duties, eg. Overtime, absence etc. to ensure task completion by due deadlines.
- Assist with the Payroll & Pensions timetabling of responsibilities and agreeing the team deadlines for each monthly pay cycle. This will be even more critical in the month preceding tax year end.



- Work in partnership with HR colleagues to determine system requirements and also with Finance colleagues to determine payment processes
- Working as part of the Payroll & Pensions team, participate in payroll and pension related projects with various School colleagues and stakeholders, providing input and suggestions.

Planning and Organising

- Responsible for planning and co-ordinating the accurate and timely processing and checking of all payroll transaction responsibilities to ensure are carried out to the required auditing standards
- Assist with the Payroll & Pensions timetabling of responsibilities and agreeing the team deadlines for each monthly pay cycle. This will be even more critical in the month preceding tax year end.
- Co-ordinate and manage data entry on the payroll database in respect of new casual staff, visiting lecturers and any other staff as required, amending and maintaining existing records for the above staff, as necessary accurately and within the required deadlines.
- Oversee and ensure maintenance of all records and filing within the Payroll & Pensions office fully meets HMRC and auditing requirements.
- Oversee the production and retention of the daily system Audit report
- Manage your own continuous professional development.

Initiative and Problem Solving

- On a day-to-day basis the role holder will investigate a wide range of payroll and pension queries and make assessments of the situations and resolve the queries, ensuring that all the appropriate implications have been considered, eg, underpayment of salary as a result of incorrect paperwork having been received.
- Continually assess problem areas within the payroll and pensions processing operation to establish areas which can be improved and developed and create effective solutions to discuss with the team.

Analysis and Research

- Oversee receipt and recording of sickness absence for all members of staff. This includes ensuring that the process for submission of weekly records is completed by all departments and that missing returns are followed up. In addition, oversee the accurate and efficient data entry of all sickness records on the appropriate system to maintain an accurate database of information that can be used as a



central record of the School's sickness absence for use by authorised and appropriate colleagues.

- Action changes affecting pension including PTSF and salary changes, opt outs and transfers, ensuring the correct paperwork is accurately completed and submitted as required in a timely manner. This information must be updated and maintained to meet the reporting requirements of the pension providers, eg. Annual Returns.
- Review sickness records on an-going basis to monitor individuals on long-term sick who may reach the end of their full-pay entitlement and responsibility for notifying the individual and HR.
- Review all paperwork for new starters and leavers to ensure the Payroll & Pensions Team have all the required and correctly authorised documents. In addition, to entering data on the payroll system, oversee the data entry of starters and leavers by others in the team. Produce all information and complete all forms for submission to pension providers in respect of new starters and leavers.
- Manage the Maternity, Paternity and Adoption leave and pay system. This will include liaising with the member of staff and HR to ensure that the Payroll & Pensions Team have all the necessary information to calculate Maternity, Paternity and Adoption payments accurately. Responsible for ensuring payments are made accurately and at the correct time with the HMRC and audit requirements being fully met. Deal with all Maternity, Paternity and Adoption queries efficiently and in confidence. In line with this, ensuring that all required documentation required for pension providers is accurately completed and submitted in a timely manner.
- Keeping the Payroll & Pensions team up to date with all changes to Maternity, Paternity and Adoption changes, eg. Change of rates.
- Responsible for ensuring that the Payroll & Pensions website is up to date at all times

Additional Information

The role holder must demonstrate the School's values through his/her behaviour at work, including duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement.

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Job Title: Payroll and Pensions Assistant
Department/Division: Finance/ Payroll, Pensions and PAYE Compliance Team

Competency	Evidence	E/ D
Education, Qualifications and Training	Hold an undergraduate degree or have equivalent professional experience and hold IPP Certificate in Payroll Administration	E
Experience	Working with payroll and using a computerised payroll system (eg Cyborg/Northgate)	E
	Dealing promptly with payroll queries from staff	E
	Working on a structured payroll with at least 1000 employees	E
	Working within a university and/or public sector environment	D
	Managing confidential information and ensuring information security protocols are adhered to	E
	The administrative and clerical demands of running payroll services to deadline	E
Knowledge	Payroll and pensions management and awareness of associated legislative compliance, audit requirements, etc	E



	Financial services administration, budgeting and planning	E
Personal Qualities	Excellent office computing skills with proven experience of spreadsheets, databases and word-processing	E
	The ability to work quickly and independently, using initiative	E
	The ability to work as part of a team	E
	The ability to prioritise workload and work to deadlines	E
	Financial administration skills with high accuracy and attention to detail	E
	A strong customer focus – demonstrating a thorough understanding of customer needs	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

SALARY AND CONDITIONS OF APPOINTMENT

The post is full-time and permanent.

The salary will be on the Professional Services salary scale Grade 3 in the range £26,974 - £30,453 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary “Wellbeing Days”. Membership of the Pension Scheme is available. The post is based in London.

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk. Please quote reference PSS-FIPO-2022-01.

LSHTM have a newly implemented Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

The supporting statement section should set out how your qualifications, experience and training meet **each** of the selection criteria. Please provide one or more paragraphs

addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.