

**Job Description: Professional Services**

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| **PSU:** | Finance |
| **Job Title:** | Payroll and Pensions Manager - Grade 8 |
| **Department/Subject:** | Payroll and Pensions Section |
| **Salary:** | 39,355 – 45,413 *(from March 2025)* |
| **Hours of work:** | 35 hrs per week |
| **Contract:** | Fixed-term until 31/07/2026 |
| **Location:** | Singleton Campus |

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| **Introduction** | As an intrinsically principled, purposeful, and resilient organisation, characterised by distinct values, culture and behaviours, Swansea University needs a professional services workforce with the differentiated skills necessary to deliver excellence. |
| **Background information** | Working with the Head of Payroll & Pensions to provide a professional, efficient, customer focussed Finance Service ensuring that payroll & pensions outcomes are delivered on time, to the agreed level and in line with the Finance Policies and Procedures. They will understand the local and organisational business environment, identifying risks, providing insights and flexible, innovative solutions. They will continually evaluate their own impact that of the Finance function, to improve as a professional and take forward the Income function. |
| **Main Purpose of Post** | 1. Supporting the Head of Payroll and Pensions in the provision and further development of a high-quality, comprehensive, efficient, and effective Payroll and Pensions service. 2. Reporting to the Head of Payroll and Pensions, you will be responsible for managing the day-to-day Payroll & Pensions service, working closely with Human Resources and the wider University. 3. Adopting a flexible approach to line management of the team, being responsible for delivering outcomes on time and ensuring resource reflects business need. 4. Application of specialist knowledge to ensure compliance across the University with financial regulations and legislation. 5. Engaging with colleagues being the first point of contact for complex specialist queries, providing technical guidance, training, and decisions. 6. Responsible for motivating others to be innovative and outcome focused, delivering successful outcomes, through supporting, developing, and challenging colleagues to succeed. 7. You will understand the local and organisational business environment, contributing toward the identification of risks, providing insights and flexible innovative solutions, to help shape and align the payroll service accordingly. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies. 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as requested by the Head of Payroll & Pensions, or a senior manager, within the grade definition, including holding delegated authority from the Head of Payroll & Pensions when requested. 5. Responsible for working collaboratively with colleagues across Finance to develop shared insights, priorities, and activities as part of the organisations plan and strategy. 6. Role model a continuous improvement approach, using meaningful data, to ensure Finance solutions add value, are in line with the University’s vision and drive sustainable performance for the organisation and customers. 7. To ensure that risk management is an integral part of the day-to-day activities and an integral part of any decision-making process to ensure working practices are compliant with the University's Risk Management Policy. 8. Acting with a keen sense of purpose and dynamic vision for Finance, continually evaluating your own impact to improve as a professional and drive sustainable performance. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](http://www.swansea.ac.uk/the-university/world-class/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day-to-day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional**  We take pride in applying our knowledge, skills, creativity, integrity, and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**  We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation, and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care**  We take responsibility for listening, understanding, and responding flexibly to our students, colleagues, external partners, and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Leadership Values:**   * Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions. * Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect, and challenge. * Demonstrable experience of creating environments that identify, understand, and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.   **Qualification:**   * Professional Chartered Institute of Payroll Professionals or equivalent   **Experience:**   * Application of specialist technical knowledge whilst working in a Payroll or Pensions department. * Relevant line management experience. * Experience of engaging with internal and external stakeholders on technical and specialist matters, including providing guidance, training and appropriate decision making. * Show courage and confidence to speak up skilfully and challenge others, even when confronted with resistance utilising professional expertise. * Proven experience of continual professional development, taking personal responsibility for seeking and acting on feedback to learn and develop as a professional. * Evidence of contributing to the application of continuous improvement principles and using meaningful financial KPIs to develop a process or function. * Demonstrate the application of professional ethics, values and judgement: upholding (and be seen to uphold) professional ethics, values and standards; behave with integrity and objectivity e.g. act independently and avoid any conflict of interest; maintain professional competence, confidentiality, and due care.   **Knowledge and Skills**:   * Evidence of using payroll or financial software and having excellent Microsoft Office skills. * Evidence of the knowledge and application of UK Payroll Legislation and financial regulations to provide a professional, efficient, and compliant customer-focused service. * Excellent interpersonal and communication skills, both verbal and written * Evidence of a flexible and efficient line management approach and appropriate decision making. * Evidence of leading on the development of innovative solutions in partnership with Managers and Colleagues. * Evidence of utilising insights and objective data identifying risks and opportunities to ensure the appropriate action is taken and to aid decision making. * Evidence of an outward looking and future focussed approach, horizon scanning and using professional networks to identify trends and innovative approaches to enable improvement.   **Desirable Criteria:**   * Ability to communicate in Welsh. * Experience of Agresso Business World   **Welsh Language:**  Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)  e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here. |
| **Additional Information** | **Informal enquiries:**  For further information please contact XXXXX  The University is committed to supporting and promoting equality and diversity in all its practices and activities. We aim to establish an inclusive environment and welcome diverse applications from the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic and national origin), religion or belief, sex, sexual orientation. |

  