

Payroll and Benefits Administrator

> People > Human Resources

What's it all about

Working closely with the HR Services team, Finance and other colleagues, you will help to deliver a proactive, accurate and customer-focused payroll and benefits service across NHG. You will play a key role in ensuring our payroll is processed correctly and on time, supporting colleagues and managers with clear advice and helping to maintain high levels of compliance with statutory and internal requirements.

How you'll make a difference

You will support the delivery of NHG's payroll and benefits service by ensuring that all payroll processing across all monthly cycles is completed accurately, on time and in line with NHG controls and statutory obligations. You will maintain accurate pension and benefits records and support monthly reporting. Acting professionally at all times you will answer queries on payroll matters to colleagues and managers. At times you may also deal with standard queries from external bodies such as HMRC.

How you'll do it

- Support the payroll and benefits officer and others in the team to deliver a seamless and customer-focused payroll service, helping to resolve queries promptly and professionally.
- Provide clear, timely and easy-to-understand advice to colleagues and managers on payroll matters, including tax, NI, pensions and benefits.
- Support the Payroll and Benefits Officer in delivering all aspects of payroll processing, ensuring deadlines are consistently met.
- Maintain accurate pension records, help prepare monthly pension contributions, process payments, and produce regular reports for providers and internal stakeholders.
- Administer the NHG benefits package. Ensure payroll deductions and third-party payments are processed accurately and on schedule.
- Ensure BACS transmissions and all related payroll and third-party payments are completed accurately and in accordance with the payroll timetable.
- Work proactively with benefits suppliers and pension providers to maintain accurate records and ensure all membership tasks and data changes are completed in a timely manner.

- Work with the Payroll and Benefits Officer and other stakeholders to ensure timely submission and processing of payroll information, escalating issues where necessary to support smooth service delivery.
- Work with the Payroll and Benefits Officer to respond to queries from HMRC and other external agencies in a timely and accurate manner.
- Ensure compliance with internal HR controls, NHG policies and processes, statutory requirements and financial regulations. Support internal and external audit requirements.
- Maintain accurate payroll data, systems, files and documentation, keeping HR systems and procedures up to date.
- Help support wider HR projects, system improvements, and process enhancements as required.
- Contribute to continuous improvement by identifying opportunities to enhance payroll processes and customer experience.
- Ensure all work reflects NHG's commitment to diversity, inclusion, health and safety, and regulatory compliance.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager/staff** level.



Working better together
for our residents

Essential knowledge, experience and skills including qualifications and professional membership

- Experience of working in a busy payroll function and with a good understanding of the payroll cycle.
- Good understanding of current payroll legislation and how to apply this to day-to-day work.
- Experience of administering benefit packages and other wage deductions.
- Good verbal and written communication skills. Ability to explain payroll matters clearly to colleagues and managers.
- Strong maths skills with ability to spot errors and undertake reconciliations.
- Good planning and organisational skills.
- Effective IT skills including intermediate MS Office skills (e.g. Word, Excel).
- CIPP or equivalent payroll qualification is desirable.