HR & Payroll Service Centre
Lead Officer

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

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SECTION 1 - POST DESCRIPTOR

1. JOB DETAILS

Job Title: HR & Payroll Service Centre Lead Officer	**WMS Position Number:** CS0979
Service: People & Technology	**Section:** Business Support
Reports to: Section Head - Operational HR and Payroll Services	**Grade:** 7
Hours: 35 hours per week	**Location:** Council Offices, 16 Church Street, Dumbarton
Gauge Ref.: A7659	

2. JOB PURPOSE

To support the Section Head of Operational HR and Payroll Services to manage and lead a team of HR & Payroll Service Centre staff, under a single point of contact, HR Connect.

To act as a subject matter expert for service processes across Operational HR & Payroll ensuring a professional, comprehensive and flexible service is delivered across all Council service areas. Provide knowledge to the team to help deliver operational priorities, HR & Payroll change agenda and ensure managers and employees receive high quality HR, Payroll advice, guidance and support.

Manage the Service Centre team with emphasis on motivation, performance, and growing the team's capabilities in order to achieve consistently high and continually improving levels of customer service and employee and manager satisfaction.

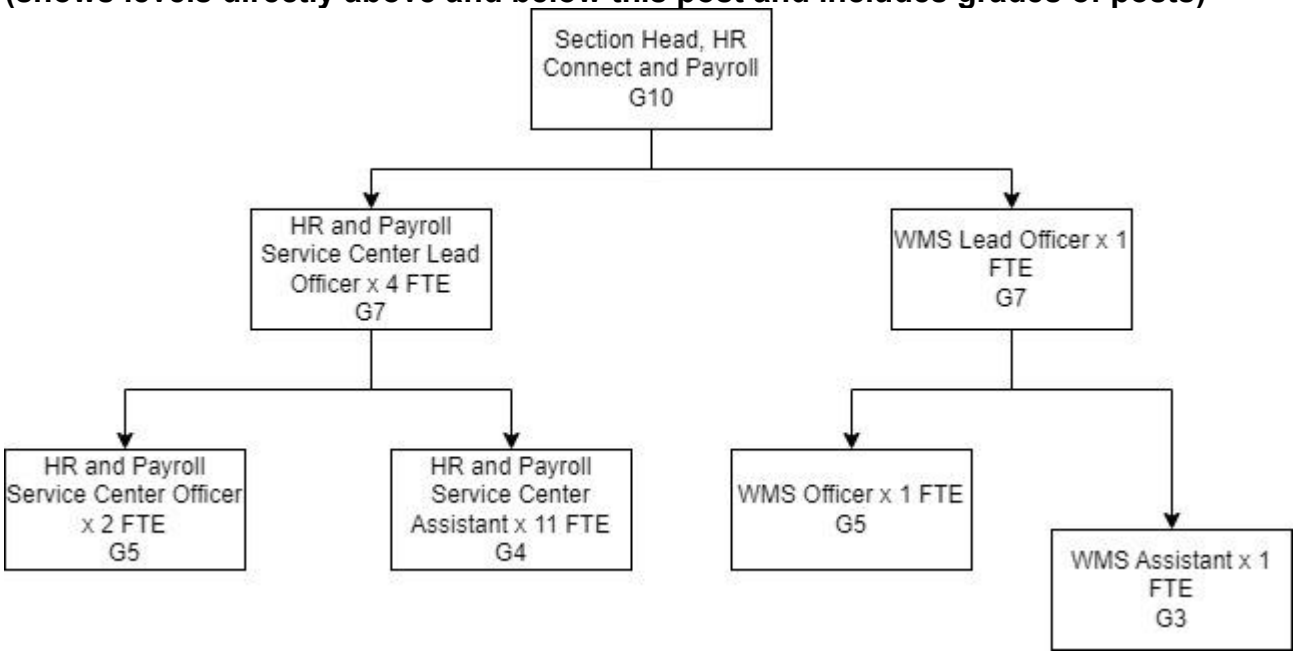
3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: The post holder has no direct budgetary responsibility.

Staffing Direct: The post holder is responsible for the direct management and overall staffing responsibilities for HR & Payroll Service Centre Officers and Assistants.

Staffing Indirect: The post holder will act within boundaries of expertise working with WMS team where appropriate.

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

West Dunbartonshire Council employs around 6000 employees.

People & Technology incorporates HR & Payroll Service Centre, Strategic HR and Change, Health and Safety and ICT.

The HR Service Centre is aligned within the Council's Business Support Services and has responsibility for the management of operational HR and payroll service activity across the authority and for driving the improvement and transformation agenda in relation to internal process change to deliver modern and effective support services.

People and Technology Service provides a corporate service through an integrated approach to strategic resource planning and development, provision of centralised HR expertise, People and Change, Operational HR and Payroll and Business Change utilising a strategic service delivery model.

People and Technology is responsible for:

- Managing the day to day delivery of all Operational HR and Pay enquiries and information through *'HR Connect'*, the HR and Payroll Service Centre, including the pay provision for Council and arms length organisations.
- Provision of People and Change Partner support
- Development and implementation of HR strategy and policy
- Provision of a centralised workforce planning function
- Provision of a comprehensive wellbeing and attendance management function

- Provision of a resourcing and employment contract service
- Job evaluation and grading of posts
- Providing case management support to managers on all routine and complex employment issues including performance improvement, grievance, discipline, and attendance
- Management and ongoing development of the Workforce Management System (WMS), an integrated HR and Payroll system.
- Pay provision
- Development of a corporate approach to performance management and appraisal
- Supporting Organisational and Business change management
- Leadership, management development and training
- Employment equalities
- A wide range of ICT support and delivery of WDC modernisation agenda

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

1. Oversee the allocation and prioritisation of the Operational HR and Payroll work stream, monitoring and responding to performance requirements across the service to meet agreed statutory and contractual obligations within agreed payroll deadlines.

2. Oversee the co-ordination of Operational HR and Payroll functions including contractual and non-contractual payments via scheduled and supplementary payruns, processing of pay awards, increments, and term time awards as well as the processing of statutory and voluntary deductions.

3. Responsible for the set-up, execution and reconciliation of all Council payruns, including BACS processing.

4. Your payroll knowledge should include areas such as; PAYE; Income Tax; National Insurance; Real Time Information (RTI) and HMRC reporting requirements; Statutory payments and deductions; Benefits in Kind and taxable benefits; Payroll adjustments, corrections and overpayments; Payroll calculations and deductions; Payroll deadlines, controls and reconciliations; Year-end and statutory payroll processes.

5. You will act as a subject matter expert, providing advice and guidance to colleagues and helping ensure payroll processes are accurate, compliant and consistently applied. Resolving complex payroll queries and processing issues.

6. Responsible for the preparation, reconciliation, and submission of data for statutory and non-statutory returns, such as, HMRC (RTI), Pensions, Office of National Statistics.

7. Ensure online and data input checks, system reconciliation and audit procedures are implemented and monitored across HR & Payroll systems and procedures.

8. Responsible for the sign off of annual increments and pay award processes; statutory pension reporting and auto enrolment.

9. Manage the overall performance within HR & Payroll Service Centre and support the delivery of agreed Service Plans and process improvement through setting and monitoring appropriate standards and targets.

10. Management of HR & Payroll Service Centre staff developing committed, motivated individuals and supporting them through coaching, mentoring, training, development and performance reviews.

11. Challenge existing business practices within the HR & Payroll Service Centre and implement improved/redesigned ways of enhanced service performance including automation opportunities.

12. Continually develop and maintain key systems used to deliver Operational HR & Payroll and recruitment service in liaison with external system suppliers and internal working groups. Up to date knowledge of all relevant reporting tools to provide efficiencies in process improvement, e.g. Granicus, Talentlink, Crystal Reporting.

13. Working closely with the WMS Lead Officer to support the continuous development of the Workforce Management System, including testing. Proactively seek out opportunities to utilise the system capability to create efficiencies.

14. Provide professional guidance and support to Line Managers in progressing Operational HR and Payroll cases to conclusion. Ensures all cases are dealt with in line with West Dunbartonshire Council conditions of service, HR policies, best practice, HMRC legislative and pension scheme requirements.

15. Prepare and respond to Freedom of Information Requests with due regard to timescales.

16. Develop and deliver training programmes to upskill Managers across the Council and HR & Payroll Service Centre and colleagues in new business processes and systems.

17. Represent West Dunbartonshire Council as part of the Talentlink Technical Group to contribute and shape the development of the myjobscotland Recruitment Portal. Feeding into CoSLA development planning, working with other local authorities, sharing best practice and seeking out opportunities for efficiencies and improved workflow for Candidates, Recruiting Managers and HR Connect.

18. Provide advice and guidance to managers on all aspects of Recruitment, Selection and assessment and guide managers and administrators in the use of the Talentlink Recruitment Portal.

19. Responsibility to manage approval of all job adverts prior to advertising to ensure quality and compliance with relevant legislation. Responsibility for the Council's Role Profile library, ensuring appropriate access, version management and archiving in line with establishment control.

20. Quality check and authorise all payroll notification and contracts of employment prior to issuing to ensure accuracy, reduce organisational risk, ensuring accurate payment of salary and all relevant aspects of WDC terms and conditions are applied.

21. Responsibility as a counter signatory for Disclosure Scotland. Signing Disclosure/PVG applications and management of processing for all external and internal recruitment. Keep abreast of Disclosure Scotland legislation and its relevant impacts. Assist the Lead Signatory as necessary.

22. Development of systems used within the service including updating contract of employment in line with legislation/terms and conditions/COSLA changes.

23. Develop all required management communications e.g. new and updated procedures or system changes as well as developing manager guidance and employee guides for the HR Online, using the Councils Umbraco webpage design system.

24. Support Service managers across the HR & Payroll requirements when implementing organisational change and restructures.

25. Proactively support and challenge managers to ensure efficient, effective and compliant HR and recruitment practice.

26. Support the requirements of ALEO's and other external organisations that West Dunbartonshire Council providing Operational HR and/or payroll partnership.

27. Continuous professional and personal development of self and maintain up-to-date knowledge in legislation, regulations and best practice in relation to employment policy, in particular Right to Work.

28. Process, pay and review invoices with Corporate Purchase Card in line with Finance deadlines.

29. Support the Section Head in implementation of the Business Support Service Delivery Plan, develop and manage SLA's, identifying, assessing and managing potential operational and strategic risks and implementing actions to mitigate or minimise those risks.

30. Deputising for the Section Head with responsibility for Operational HR and Payroll, as appropriate, in line with knowledge, experience and professional development. Undertake any other duty as deemed appropriate by the Section Head for the successful delivery of the service commensurate with the role.

7. ASSIGNMENT AND REVIEW OF WORK

Annual objectives are jointly agreed with the Section Head.

Objectives are reviewed and performance is appraised regularly by the Section Head in line with the Council's Be the Best Conversations, as well as working to the Council's framework of competencies using the ACHIEVE framework which underpins the values and behaviours set out within West Dunbartonshire Council. One to one discussions will provide regular meetings to discuss progress on performance, project updates and problem solving.

Throughout the year there are regular informal meetings with the Section Head to discuss progress against timescales and key deliverables and to ensure ongoing communication on current projects, issues and workload.

Work is largely driven by the need to support managers and employees through the provision of a responsive first point of contact professional and responsive service delivering on all aspects of HR & Payroll activities with statutory, contractual and audit obligations across the employment lifecycle.

The post holder is required to use initiative and to draw on and further develop professional knowledge in order to solve problems.

Contributing to system development and process redesign will be a key element in responding to transactional service efficiencies, including RPA.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:
In support of managing and developing a proficient HR & Payroll Service Centre, the post holder will have frequent contact with managers, Finance and HR Partners; TU representatives providing support and guidance on all aspects of HR employment policies, Payroll procedures and practice.

External communications and working relationships:
Support the Section Head in identifying and pursuing networking opportunities with other Councils and private organisations to enhance business processes within Operational HR and Payroll in terms of research and benchmarking.

The post holder will liaise with external agencies such as, HMRC, BACS, GTC, SPFO, and SPPA, regarding pay and related matters. The post holder will also liaise with the suppliers of salary sacrifice schemes.

Participate in national groups as deemed appropriate by the Section Head to keep abreast of national initiatives and developments within the public sector.

The post holder will deal with Trade Unions as necessary, regarding employment issues

9. PROBLEM SOLVING

The post holder will require professional knowledge and experience in all areas of HR and Payroll. The post holder will work to resolve problems within the boundaries of policy, procedure and legislation.

Predominately the problems that the post holder has to resolve will be covered by policy and procedure, however, in the instances where problems are outwith the scope of policy and procedure the post holder can either seek advice from or escalate the problem to the Section Head.

10. PLANNING

The post holder will plan and allocate work to the HR Connect and Payroll teams to ensure payroll and recruitment schedules are met. The post holder will development and implement continuous improvement initiatives and projects within the Service Centre.

11. DECISION MAKING

The post holder operates within a framework of HR and Payroll legislation and Council policy, however, expectation to support the department in developing innovative and pragmatic solutions to support service needs. These solutions require consistency across all council departments to ensure financial and reputational risk is mitigated.

Within the framework of agreed objectives, the post holder is expected to make decisions to progress the work as appropriate.

12. MOST CHALLENGING PART OF THE JOB

The postholder is overall supervising a team within a high demand operational and strict deadline environment. The post involves dealing with simultaneous and conflicting demands therefore the post holder requires the ability to work effectively under pressure and handle multiple tasks. The post holder must be able to reprioritise work according to urgency.

When the post holder gives professional advice to managers they will have to use persuasion in order to convince the manager that what has been advised is the best course of action.

13. GENERAL

Disclosure: Disclosure Level 2

Politically Restricted Post: Not applicable for this post.

General: The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport
  Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

CHRIS21 System Training
BACS
Talentlink
Granicus

Post Descriptor Prepared by: Stella Kinloch (Section Head) Date: 03/11/2026

SECTION 2 - PERSON DESCRIPTOR

Essential	Desirable
Education, Training and Qualification	
Educated to degree level or equivalent or evidence of professional competence and expertise gained through experience within an HR/Payroll function	Appropriate Supervisory/Management Qualification (e.g. CMI level 3)
Evidence of Continuing Professional Development	Professional membership of the Chartered Institute of Personnel and Development (CIPD) / Chartered Institute of Payroll Professionals (CIPP) or working towards membership
Experience	
Experience of managing/supervising HR and/or Payroll service with policy, procedure and practice	Experience of developing and implementing HR/Payroll policy and procedures
Experience of leading improvement projects	Experience of dealing with Trade Unions
Experience of organising and participating in meetings and seminars	Experience of delivering business change
Experience of developing and delivering training programmes	Experience of working within the public sector
Experience of dealing with people at all levels in an organisation	
Experience of HR and/or Payroll systems and reporting	
Experience of preparing and analysing Management Information	
Knowledge, Skill and Disposition	
Good interpersonal skills and ability to support, influence, and engage managers and peers. Good presentation skills. Good written skills. Ability to prepare reports and the confidence to present them	Broad range of HR/payroll knowledge across transactional functions, i.e. Resourcing, Employment Policy, Employment Contracts, Pay & Rewards, Employment / Payroll Legislation and Organisational Change.
Ability to plan, manage and monitor personal and team workload, balancing conflicting priorities and meeting deadlines	
Broad range of HR/payroll knowledge across functions, including; Resourcing, Employment Policy, Employment Contracts, Pay & Rewards, Employment / Payroll and Pension Legislation (statutory and contractual calculations) and Organisational Change.	
Ability to undertake research, (including statistical enquiries), obtain and collate information and present findings as required	Knowledge of online forms development
Ability to utilise various software packages such a Word, Excel in support of system processes	Advanced Excel
Ability to influence, persuade, question and highlight issues arising from existing practice	
Works with integrity, maintaining effective working relationships	
Able to work both independently and as part of a team.	
Self-aware; able to exercise and demonstrate sound judgement, not only in making decisions but in when to seek advice and involve others	
Personal commitment to playing a key role in the development and perception of the organisation as an employer of choice	
Ability to establish credibility, confidence and trust with managers and trades unions	