

Payroll Administrator - Job Description & Person Specification

Sense single salary point:	£23,848
Location:	Selly Oak, Birmingham
Responsible to:	Payroll Manager
Responsible for:	N/A

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.



About the Sense People and Culture team

The People and Culture Team at Sense exist to support all our employees and volunteers at every stage of their journey with us. We provide strategic lead on people management, learning and development, internal communications and engagement at Sense. We aim to enable the organisation to have the right culture, capacity and capability to achieve its purpose

About the role

Objectives

To work as a member of the payroll team ensuring that the organisation's payroll procedures are conducted in a timely and accurate manner.

Key responsibilities

- Fostering a customer-focused approach to payroll services and ensuring a timely response to employee queries.
- Monitor the Payroll inbox ensuring all queries are responded to promptly or escalated to the appropriate team members.
- Process all new starters accurately, verifying tax codes, pension details, job information, and personal data to ensure compliance and accuracy.
- Process and update all employee changes, including name changes, bank details, and other amendments, as notified by the People and Culture Team.
- Assist with the input and validation of variable payroll data, ensuring accuracy and completeness before processing.
- Calculate and process casual holiday pay and cost allocations, ensuring correct distribution and compliance with payroll policies.
- Collaborate with managers to obtain missing or incomplete payroll data, ensuring timely and accurate payroll processing.



- Maintain and update payroll-related distribution lists to ensure efficient communication and data management.
- Generate and analyse hours reports for the relief team, providing necessary insights for workforce planning.
- Notify pension providers of all new joiners, ensuring compliance with auto-enrolment and pension scheme requirements.
- Work closely with the People and Culture Team to coordinate monthly payroll processing, resolving discrepancies as needed.
- Support the Payroll Manager in preparing monthly audit and compliance reports, ensuring payroll accuracy and transparency.
- Monitor and process dormant employees, ensuring timely updates and compliance with payroll regulations.
- Update and maintain leaver records, ensuring correct pension reporting and processing of final pay.
- Organise and manage payroll documentation, including filing, scanning, and secure storage of sensitive information.

Person specification

- Previous experience of working in a payroll environment desirable.
- Experience of using payroll systems and MS Office.
- Experience of working in a customer focused environment and an understanding of good customer service.
- Some knowledge of HMRC (PAYE & NIC) legislation.
- Ability to discuss payroll information in a way it can be understood by non-payroll staff.
- Evidence of own continuing professional development.
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.



- A commitment to people with complex communication and Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.

Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

February 2025