Payroll Administrator

Our Payroll Bureau function strives for tailored industry-specific solutions, providing the tools and the expertise required to bring accurate, timely, cost-effective payroll to the widest possible range of UK based organisations. Critically, this role will be part of a team who successfully manage end-to-end payroll solutions, offering hosted payroll software as well as fully managed payroll and bureau services. Our objective is to deliver solutions which address our customers' needs very precisely, ultimately identifying how PBS can optimise an organisations payroll solution.

THE ROLE

1. Own, nurture and develop the relationship with a portfolio of bureau customers and ensure they experience the value of our products, services, and expertise.
2. Manage all PAYE related matters for customers including, SSP, SMP, SPP, Attachment of earnings, Pension deduction, Starters/Leavers, PAYE end of year procedures including provision of end of year forms P60s and P11ds.
3. Advise clients on latest HMRC legislative changes.
4. Manage employee/HMRC queries and liaise with all levels of client personnel.
5. Develop, enhance, and streamline internal processes.
6. Work alongside implementation team to onboard new customers including parallel run processing

SUCCESS

- Display good knowledge of payroll processes including:
- RTI
- Starters/Leavers
- Auto Enrolment
- PAYE
- Pensions
- Benefits
- Statutory payment requirements
- Strong ability to manage and prioritise workload to ensure customers experience the value of our products, services, and expertise.
- Display excellent communication skills both verbally and written with customer facing experience.
- Good knowledge of Payroll software and Microsoft Office suite.

KEY BEHAVIOURS

RESULTS DRIVEN

ORGANISATIONAL SKILLS

SELF-DEVELOPMENT

CUSTOMER EXCELLENCE

ATTENTION TO DETAIL

TEAM CONTRIBUTION

- Nature and purpose of internal and external contacts
- Actively share knowledge with others to improve ways of working
- Role model our Values

SKILLS, EXPERIENCE & ATTRIBUTES

- Relevant software experience
- Payroll software experience
- A respect for confidentiality
- IT skills
- Relationship building skills
- Clear and logical thinking
- A high level of accuracy and attention to detail
- Good organisational skills

WORK ENVIRONMENT

- Strive to succeed
- Proactive work ethic
- Passion for improvement
- Embrace change

Our Values:
- Positive
- Professional
- Pioneering
- Passionate