**JOB DESCRIPTION**

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| **Job Title:**  Team Leader | **Department:**  FMP Payroll Services |
| **Reporting to:**  Regional Operations Manager | **Team Members:**  Payroll Managers |

**Job Summary:**

Leading a team of 6 Payroll Managers, to facilitate the smooth running of FMP Payroll Services by:

* Supporting the Regional Operations Managers
* Ensuring clients’ payrolls are run in an accurate, efficient and effective manner
* Maintaining high client retention rates
* Achieving high customer satisfaction in accordance with their personal and team objectives.

**Supervisory responsibilities: (N/A if none**) On-going support of Payroll Managers.

**Main Responsibilities:**

1. Managing and supporting a team of Payroll Managers, including conducting one to one meetings, identifying training needs, and reporting to Regional Operations Managers.
2. Process clients’ payrolls as required
3. Data entry, manual input and use of import
4. Running payrolls, ensuring that clients are paid accurately and on time, while adhering to standard procedures outlined in client procedure documents
5. Production of payslips and reports. Dispatching these to each client according to their individual requirements
6. Ensure all team BACS payments and RTI submissions have been prepared by the team and have been correctly submitted to BACS and HMRC
7. Year end processing
8. Dealing with third parties including HMRC
9. Setting up procedures for individual clients according to individual needs, while at the same time using QA procedures
10. The speedy, efficient and professional resolution of client queries, thus building and maintaining good relationships with clients
11. To achieve a minimum level of 95% customer satisfaction
12. Keeping up to date with upgrades and developments in the Payroll software products
13. Keeping up to date with developments is legislation changes as they affect FMP Payroll Services clients
14. To fulfil objectives/targets as set out in the annual appraisal
15. Attend and input to monthly Bureau Management Meetings
16. Be responsible for authorising team holiday requests and logging team sickness
17. First line of response in dealing with team members’ queries
18. First point of escalation for client issues
19. Liaise with Account Management regarding teams client issues
20. Attend client meetings when required
21. Any other duties as may from time to time be reasonably required.

# PERSON SPECIFICATION

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| **Area** | **Requirement** |
| **Qualifications:** | Payroll software knowledge |
| **Experience:** | Previous experience leading a team of 5+ people. Extensive Payroll knowledge, including experience in the full payroll process from data input to payment of employees, and report/payslip production. |
| **Specialist training required:** | In-depth payroll knowledge |
| **Specific aptitude/skill required:** | An excellent telephone manner. Computer literacy.  Understanding of the importance of customer-focus and service.  Good leadership skills.  The ability to deal sympathetically and calmly with clients’ queries and cope well with stressful situations.  Patience, tact and a good sense of humour. |