

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Payroll Support Administrator	Location:	Cirencester
Department:	Human Resources	Service:	Workforce Planning & Transformation
Reports to:	Payroll Manager	Working Hours:	25 per week (5hrs per day)
Job group:	Process and Internal Support	Peer group no:	PGC5 (Administration Support)
Business World Post number:		Direct Reports (if applicable):	N/A
FTE Salary pro rata:	£25,223 to £27,197	Contract type:	Permanent
Main purpose of this specific role:	The purpose of this role is to support the HR/Payroll Team in the delivery Payroll services to our customers		
Main requirements of this specific role:	<ul style="list-style-type: none"> • Provide administrative support to the Payroll team in providing payroll services on behalf of Publica to all our clients. • Respond to the needs of internal and external customers, within clearly defined business processes and ways of working. • Meeting the needs and react to operational demand within SLAs. • Providing administrative support for the company employee benefits schemes and recognition schemes. • Provide support to the company absence line to ensure business resilience 		
Essential qualifications/skills/experience specific to this role:	Qualifications <ul style="list-style-type: none"> • GCSE Maths and English or equivalent to grade C/4 or higher • Administration/payroll/business and finance type qualification or relevant experience 		

	<p>Experience</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, with the ability to communicate effectively at all levels. • Knowledge of working with an HR/Payroll information system or similar. • Good working knowledge of Word, Excel and Outlook. • Working as part of a team and in a shared service environment. <input type="checkbox"/> Use to working to deadlines. <p>Skills</p> <ul style="list-style-type: none"> • Strong numerical aptitude. • Ability to learn quickly and master processes. • Good customer service skills with a friendly, approachable manner. • Ability to prioritise work effectively and keep track of several moving tasks. • Attention to detail working speedily and accurately with data. • Flexible approach, proactive and self-motivated in order to meet agreed deadlines. • Clear understanding of the need to achieve high standards in-line with service level agreements. • Ability to work with multiple shared mailboxes. • Handle sensitive information confidentially in all aspects of work and in accordance with data protection legislation.
<p>Desirable Requirements, Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> • Experience in a shared services environment. • Familiarity with the Business World HR system.
	<p>Generic Job Profile:</p>
<p>Main Purpose of a role within this job group:</p>	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> • To provide transactional services to support and assist the business function, process and service delivery • To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area

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Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed • Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures • Ensure all relevant customers and company information is captured and recorded accurately • Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required • Update and maintain internal data and records • Identify issues and escalate issues which may potentially impact service delivery • Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving Licence • Ability to travel/access to a vehicle for work purposes • Your role will require a Baseline Personnel Security Standard Check (BPSS)
Date reviewed:	07/04/26
Reviewed by:	Cheryl Sloan
Manager job title:	Assistant Director - Workforce Strategy & Transformation
Date of issue:	07/04/26
Checked HRBP:	Kate Wilkins