



## Working together #joinduncantoplis

We will be the firm that clients always choose to work with and where talented people belong.

**Payroll Processor**

## Job description

Job title: Payroll Processor  
Location: Spalding or Lincoln  
Reports to: Team Leader

### Role summary

At Duncan & Toplis we provide payroll services to over 1,200 clients throughout the UK and internationally within both the public and private sectors. These range from small to family run businesses with just one or two employees through to much larger organisations.

We are now recruiting for an experienced Payroll Processor to join our team.

As Payroll Processor you will provide an accurate end to end payroll service to our clients, managing tasks to strict deadlines for both weekly and monthly pay. You will need strong organisational skills, attention to detail and good time management as well as excellent communication skills. You will be required to adhere to our security and quality standards with full support from your Team Leader and the wider team.

You will work with your team to share knowledge, ensuring consistent procedures and standards, looking at process and delivery efficiency to provide the best service to our clients. You will be given full support to ensure your role is a success and provided with training as well as opportunities to develop.

The successful candidate will have proven payroll processing experience, within a bureau environment. It would be desirable for you to have SAGE experience as well as a Level 3 Payroll qualification.

## Key responsibilities

### Client work

- Accurate data entry into Payroll database of sensitive and confidential client information in a timely manner and process payroll efficiently
- Maintain master payroll records for Real Time Information purposes
- Dealing with client enquiries in relation to payroll, benefit and expenses
- Upload of pension files to the relevant providers
- Completing payroll journals
- General database maintenance
- Comply at all times with the firm's compliance, complaints and data security policies / procedures
- To ensure that the firm's clients are treated fairly at all times
- High level of confidentiality and discretion at all times

### Reviewing

- You must ensure all your work is reviewed by a Processor or your Team Leader before being sent to the client (as instructed by your team leader)
- Once you have developed to a standard agreed by your Team Leader you will be responsible to review work for Trainees and Processors in your team as follows:
  - As directed by your Team Leader review client work for trainees in your team, ensuring accuracy before being sent to a client (for every piece of work)
  - As directed by your Team Leader review client work for Payroll Processors in your team, ensuring accuracy before being sent to a client (for every piece of work)

### Teamwork

- Provide guidance, training and support to your team members, particularly Trainees
- Where you are unable to answer a query from a Trainee or need support yourself you should immediately refer to your Team Leader
- Immediately report issues and concerns in respect of client work or any other issue to your Team Leader
- Working with your team to meet client and service line needs ensuring quality standards and deadlines are met.
- Assist the team to ensure overall objectives are met and the continuous improvement of the payroll service line is achieved
- Attend and play an active role in team meetings

- Ensure your administrative tasks such as filing, timesheets, Virtual Cabinet etc. are completed on time and to the set procedures
- Support your team and team leader to meet the standards set through agreed KPIs and metrics
- Maintain positive working relationship with others, both internally and externally
- Follow direction well, work cooperatively and effectively with others to set goals and resolve problems
- Attend training and to develop relevant knowledge and skills
- Provide support outside of your hub to other teams when directed to do so by your Team Leader ...

## Person specification

Essential	Desirable
<b>Qualifications</b>	Payroll Level 3 qualification (or working towards) – training can be provided
<p><b>Experience, skills</b></p> <ul style="list-style-type: none"> <li>• Effective client skills including the management of client expectations.</li> <li>• Excellent attention to detail</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent organisational skills</li> <li>• Ability to multi-task</li> <li>• Ability to remain focused under pressure</li> <li>• Ability to work effectively within time constraints that cannot change</li> <li>• Ability to work well within a team</li> <li>• Ability to interpret client information accurately</li> <li>• Computer literate and good typing skills</li> <li>• Ability to spot potential issues before they arise, question data and report to a senior team member</li> <li>• Basic knowledge of Pension Automatic Enrolment</li> <li>• Basic knowledge of the Apprenticeship Levy</li> <li>• Basic knowledge of the Employment Allowance</li> <li>• Bureau experience</li> <li>• Sage 50 – Payroll</li> </ul>	

## Duncan & Toplis, an employer of choice

As current holders of both the ICAEW Large Accountancy Firm of the Year Award and a recipient of the GOLD mark of distinction from Investors in Customers, Duncan & Toplis is a great place to apply and explore your talents.

We love to champion our team members, and we pride ourselves in being able to attract and retain top talent from across our region.

Our flexible working and benefits schemes are hugely competitive, and we reward our team members for their loyalty, hard work, and the results they achieve. Our team member perks enable you to enjoy a healthy work-life balance.

Actively involved in our local communities, we take our social responsibility seriously and encourage our team members to get involved in supporting local initiatives, whilst on a global level, we are members of Kreston International, which means that our team members are supported by over 25,000 peer professionals, from 200+ firms around the world.

By creating a positive working environment, we position our team right at the heart of everything we do – after all that's why our clients continually choose to work with us!

