



Job Specification

Job title: Payroll Team Leader

Hours: Full time, 37.5 hours per week.

Division/Department: Payroll

Reporting to: Head of Payroll

Location: Head Office, Caton Road, Lancaster

Date: July 2020

Organisational Profile

ICS Accounting is a well-established accountancy firm based in Lancaster providing Accounting, Payroll and Umbrella solutions to 1,200+ clients via cloud software. The company offer a high-quality service in Bookkeeping, Accounts, Payroll, VAT Returns and Tax Services as well as offering a wealth of knowledge and advice. ICS Accounting is located just off the M6 at Junction 34 making it an ideal location for commuting, including from Preston, Blackpool, Lancaster or Kendal.

Position Summary

This is an excellent opportunity for an ambitious individual with strong leadership skills and previous experience in payroll. The role will involve supporting the payroll manager with the overseeing of the day to day work of the umbrella payroll team. The team are responsible for the delivery of services to a portfolio of clients using both the umbrella payroll solution and payroll bureau. Tasks will include planning the team's workload, liaising with clients/employees, answering technical payroll queries, reviewing work, dealing with payroll escalations and providing an all-round service going above and beyond for clients.

Responsibilities & Duties

- Be the 'go-to' person for the payroll team to assist them with any technical payroll queries or complaints
- Ensure the team are on track running weekly/monthly payrolls accurately, precisely and on time
- Weekly reporting for the payroll manager including weekly/monthly pension reporting
- Reconciliation of payments to invoices
- Bank statement downloading/uploading



- Customer service, including answering telephone calls and emails and dealing with queries and complaints
- HMRC reporting, for example on RTI's, student loans and EYU when applicable
- Credit Control
- Implementing and carrying out of attachment of earnings order
- Monitoring of work undertaken by other payroll team members
- Payroll bureau for accounting clients

Essential Qualifications and Skills

- Previous experience of payroll and working within a payroll department
- Previous experience executing a payroll and working within a payroll team
- GCSE Maths and English to grade C and above
- Previous experience of managing a team
- Customer-focused
- Knowledge of pensions and pension providers
- Knowledge of current active payroll legislation
- Excellent attention to detail
- Excellent written and verbal communication with the ability to demonstrate patience in demanding circumstances
- Excellent timekeeping and management ability with the ability to prioritise workload to ensure all tasks are carried out on a daily basis, and all deadlines are met
- IT Skills with competent use of word and excel

Desirable Qualifications and Skills

- CIPP Qualified
- Knowledge and usage of "My Digital Accounts" software
- Experience with Payroll bureau solution/provider
- Money laundering training knowledge
- Advanced IT skills, including PowerPoint, use of macros etc
- Knowledge and previous experience of umbrella payroll solution
- Knowledge and previous experience of working within the contractor industry
- Basic knowledge of limited companies