

Lancashire County Council Grade Profile

Grade Profile – Managerial – (Grade 8)

Applies to all managerial posts at Grade 8

Purpose

Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.

Scope of Work

Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the council. They will generally have freedom to make practical and operational decision making within closely defined policies and procedural guidance.

Accountabilities/Responsibilities

- Manage and co-ordinate the work of a team to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
- Manage the performance of staff, following council policies and procedures e.g. sickness monitoring.
- Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services. ✦ Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards.
- Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.
- Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.

Skills, Knowledge and Experience

- GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification.
- In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Achievement of short term milestones.
- Quality of partner relationships.
- Budgeted vs. planned expenditure.
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism etc.).

Lancashire County Council

Operational Context Form

Post title: Team Leader

Directorate: Finance

Location:

County Hall, Preston

Establishment or Team

Payroll Service

Post number:

Grade:

Grade 8

Staff

Yes

Essential Car

No

Responsibility:

user:

Scope of Work – appropriate for this post:

Lancashire County Council's Payroll team provide services for more than 45,000 employees in public sector organisations across the North West, including over 500 schools and academies. The team are proactive in providing best advice to customers, interpreting legislative and policy changes and delivering a highly responsive service built on best of breed technology.

The primary purpose of the role is to manage a team of Payroll Officers to provide a high quality, accurate and timely payroll and recruitment function for a range of clients and in accordance with their statutory, legislative and contractual obligations.

Accountabilities/Responsibilities – appropriate for this post:

1. Day to day operational management & development of the team in organising, prioritising and monitoring resources, performance and workloads to ensure services are delivered to required timescales, standards, quality and in accordance with all partner and customer strategies, policies and procedures.
2. Manage the clearance of payrolls, payments over, balancing and reconciliation of payrolls, ensuring adherence to month and year end reporting requirements with consistent adherence to policy/regulatory frameworks.
3. Contribute positively to team management and business planning to meet the needs of existing and new customers/stakeholders.
4. Support Service Managers in the delivery of the Payroll and Recruitment service business plan and objectives.
5. Provide technical support and expertise on complex payroll and recruitment matters including training and coaching of others within the service.
6. Identify areas for development and support the implementation of processes and technological solutions to improve service delivery.
7. Assist with customer development and new business growth.
8. Undertake investigation and reporting on complaints and queries and provide effective solutions to issues, escalating where necessary.
9. Produce accurate, meaningful and timely management information covering a range of payroll and recruitment functions.
10. Provide support to the achievement of Payroll accreditations.
11. Ensure data verification, cleansing and housekeeping are undertaken to maintain data integrity and consistency.
12. Ensure compliance with service level agreements and KPI's.
13. Ensure the application of, and adherence to all contractual and statutory legislation governing payroll, pensions and recruitment.

14. Ensure LCC data protection policies and procedures are adhered to within area of responsibility.
15. Build and maintain effective working relationships with customers and colleagues.
16. Represent the County Council at meetings when required.

Additional Supporting Information – specific to this post:

Prepared by:	Jon Howard	Date:	April 2021
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council
Person Specification (Grade 8 – Managerial)

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
1. 4 GCSE's or equivalent (A-C) including Maths and English	E	A
2. Recognised payroll qualification or working towards a payroll qualification with sound practical experience	D	A, I
Experience:		
3. Experience of working in a service delivery/customer focused environment	E	A, I
4. Use of IT, and Management Information Systems in particular, in supporting processes including management information	E	A, I
5. Collaborative working across teams and services	D	A, I
6. Experience of working independently with relevant specialised systems/software	E	A, I
7. Experience of working to Key Performance Indicators and deadlines	E	A, I
8. Experience of working within a Payroll environment	E	A, I
9. Evidence of managing and developing a team	D	A, I

Skills/Abilities:		
11. Good numeracy and literacy skills and proficiency in IT packages and systems (e.g. Microsoft Office)	E	A, I
12. Ability to communicate clearly and concisely with customers and colleagues both orally and in writing	E	A, I
13. Ability to prioritise workload to meet required timescales and levels of accuracy, with minimal supervision and excellent administrative and organisational skills	E	A, I
14. Understand the significance of data integrity in business processing and ability to work consistently within frameworks and procedures	D	A, I
15. Providing advice/guidance and technical support to team members and customers	D	A, I
16. Ability to informally train and mentor less experienced team members	D	A, I
17. Ability to identify areas for development and support the implementation of processes and technological solutions to improve service delivery	D	A, I
18. Produce accurate, meaningful, and timely management information covering a range of payroll functions.	D	A, I
Other (including special requirements)		
Commitment to equality and diversity.	E	A, I
Commitment to health and safety.	E	A, I
Display the LCC values and behaviours at all times and actively promote them in others.	E	A, I

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Payroll Service
Post title	Team Leader
Description of main activities the employee will be required to undertake (or attach role profile) Please refer to role profile	
Form completed by: (print name) Jon Howard	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	<i>inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).</i>		
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (e.g. <i>some paints</i>). Food handling/preparation (of raw or uncooked food only).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. <i>percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (e.g. <i>chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. <i>at sensitive front line posts re abuse, aggression, assault</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. <i>colour blindness</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. <i>site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. <i>risk of weils disease, other animal borne diseases, zoonoses</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. <i>assisting / moving service users with mobility problems, portering type activities</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>		Jon Howard	
Telephone Number:	01695 587246	Date:	April 2021

V1.3

22/09/2010