

Job Details			
Job Title:	Payroll Project Delivery Manager		
Function:	Route Services		
Job Reports To:	Senior Team Manager Customer Experience (Payroll)		
Location:	Manchester		
Job Number:			
Family:	Support	Level:4	Band: 4B
<small>(Full details on Family, Level and Band can be obtained from Human Resources)</small>			
Job Purpose			
Identify and deliver Payroll project activity and ad-hoc business requirements in line with Network Rail benefits, reward and pension framework. Identify and deliver opportunities for Payroll process and system improvements across the function, accessing automation where appropriate.			
Safety Details			
1. This job MANAGES EMPLOYEES <i>(review and undertake the management accountabilities identified in the Managers' Handbook)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
2. This is a KEY SAFETY POST <i>(Section 4.1.2 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
3. This job requires SECURITY CLEARANCE <i>(e.g. Running of Special Trains)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
4. This is a SAFETY CRITICAL WORK POST <i>(Section 4.1.3 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
5. The job holder is required to hold a relevant TRACK SAFETY competence <small>(refer to the Job Description guidelines for detailed information on TRACK SAFETY competences)</small>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Key Accountabilities			
<ol style="list-style-type: none"> Identify continuous improvement opportunities identifying solutions and guidance on potential changes which will impact the payroll, reward and benefits and pensions process. Oversee that all processes are documented, maintained and audited in line with audit requirements to comply with agreed standard operating procedures following changes delivered by a project or ad-hoc business activity. Support automation opportunities within the Payroll team collaborating with the Payroll Implementation Manager to deliver identified opportunities. Work alongside Team Manager Customer Delivery within the payroll team to support resolution of queries that arise from implemented projects, Robotic Process Automation initiatives or ad-hoc business requirements. Encourage innovative thinking through the Payroll teams to deliver a continual improvement in efficiency and accuracy to increase customer satisfaction. Work with colleagues to turn their ideas into small project delivery. Develop and continually improve relations with key stakeholders (Head of Reward & Benefits, Head of Pensions, HR Directors and Industrial Relations), define and embed a customer centric culture where all team members consider the impact on customers and their future requirements. Operate within the pre-agreed control framework; embed a control mind set amongst all stakeholders to reduce risk and control costs. Continually reviewing the framework for adherence, where gaps are identified, take personal ownership to define, socialise and embed improvements. Initiate weekly focus initiatives, coaching and empowering team members to innovate existing processes to drive continuous improvement in the department and wider organisation. 			

Job Skills, Experience and Qualifications
<p><u>Essential</u></p> <ul style="list-style-type: none"> Extensive experience of working within payroll Experience with managing complex payroll customer queries Experience of Mi reporting and data management Proven excel skills to advanced level . Experience of large volume activity, experience in query resolution, payroll training, documentation of process and procedures Proven analytical skills; ability to produce, interpret and work comfortably with management information in a KPI driven environment Proven self-starter with the ability to motivate a team in high pressured situations leading by example Proven influencing, networking and stakeholder management skills Demonstrable experience in leading service, process and system improvements Excellent communication skills, flexible and adaptive <p><u>Desirable</u></p> <ul style="list-style-type: none"> Experience of managing improvement projects and processing high volume activity Experience in LEAN or equivalent Experience of Robotic Process Automation delivery Excellent communication skills both written and verbal (comfortable presenting to senior stakeholders and/or customers) ORACLE eBusiness Suite or similar experience
Job Description Briefing
<p>Date Job Description issued to, discussed with and understood by Post Holder -----</p> <p>Name of Post Holder: ----- Signature: ----- (I confirm I have been briefed on the requirements of this Job Description and other related documents)</p> <p>Name of immediate superior: ----- Signature: ----- (I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)</p>
Nominated Deputies
<p>If this is a KEY SAFETY POST (2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must confirm that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description.</p> <p>Name of Nominated Deputy: ----- Signature: ----- Date: ----- (As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job) <i>If there are more nominated deputies, they should sign further copies of this Job Description.</i></p>
<p>Amended by: _____ Dated: December 2023 Version: 1.0</p>