

<b>Job Details</b>			
Job Title:	<b>Senior Team Manager Customer Delivery (Payroll)</b>		
Function:	<b>Route Services</b>		
Job Reports To:	<b>Head of Payroll Strategy</b>		
Location:	<b>Various</b>		
Job Number:			
Family:	<b>Management</b>	Level:	Band: <b>3B</b>
(Full details on Family, Level and Band can be obtained from Human Resources)			
<b>Job Purpose</b>			
Develop structured governance, controls and query resolution to all customers in line with Network Rail payroll framework. Focus on implementation and development of best-in-class service delivery and controls across the Network Rail Shared Services payroll team.			
<b>Safety Details</b>			
1. This job MANAGES EMPLOYEES ( <i>review and undertake the management accountabilities identified in the Managers' Handbook</i> )	YES	<input checked="" type="checkbox"/>	NO <input type="checkbox"/>
2. This is a KEY SAFETY POST ( <i>Section 4.1.2 of the Health &amp; 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 &amp; 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	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
(refer to the Job Description guidelines for detailed information on TRACK SAFETY competences)			
<b>Key Accountabilities</b>			
<ol style="list-style-type: none"> <li>Develop and lead a team of experienced payroll professionals responsible for query management, ad hoc business project support and the processes and controls across the wider Payroll operation in Network Rail Shared Services.</li> <li>Collaborate with Network Rail Shared Services teams and Human Resources teams to deliver a timely and accurate customer delivery expertise for Network Rail Shared Service, within a controlled and managed environment.</li> <li>Develop and continually improve relations with key stakeholders within the HR, Pension and Reward teams define and embed a customer centric culture where all team members consider the impact on customers and their future requirements.</li> <li>Direct and review all process and controls within payroll to maintain document standards, inline with audit requirements and standard operating procedures across all payroll teams</li> <li>Drive empowerment and innovative thinking through the teams to deliver a continual reduction in payroll queries, increasing customer satisfaction.</li> <li>Drive continuous improvement and project delivery to support greater automation and efficiency in payroll process to drive down waste and rework. Overseeing weekly focus initiatives, coaching and empowering team members to innovate existing processes.</li> <li>Support the customer delivery of ad hoc business requirements as per the Network Rail Shared Services calendar</li> <li>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.</li> </ol>			

<b>Job Skills, Experience and Qualifications</b>			
<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>Extensive experience in payroll</li> <li>Extensive experience with managing complex customer payroll queries</li> <li>Proven experience of working with ambiguity to determine resolution against short deadlines</li> <li>Significant experience of managing teams in a complex regulatory environment managing multi contract variations</li> <li>Exceptional customer focus/engagement/stakeholder management skills</li> <li>Proven influencing, networking and stakeholder management skills at senior management level.</li> <li>Experience of delivery of process management and control governance</li> <li>Experience of delivering continuous improvement programmes</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>Experience of wider payroll processes (HMRC reporting Tax &amp; NIC etc)</li> <li>Degree or post grade equivalent in Human Resources/Reward &amp; Benefits (MCIPD)</li> <li>ORACLE eBusiness Suite experience or similar</li> <li>Member of Chartered Institute of Personnel and Development (MCIPD)</li> </ul>			
<b>Job Description Briefing</b>			
<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>			
<b>Nominated Deputies</b>			
<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)</p> <p><i>If there are more nominated deputies, they should sign further copies of this Job Description.</i></p>			
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><b>Amended by:</b>     Yvonne Davenport</td> <td style="width: 33%;"><b>Dated:</b>     December 2023</td> <td style="width: 33%;"><b>Version:</b>     1.0</td> </tr> </table>	<b>Amended by:</b> Yvonne Davenport	<b>Dated:</b> December 2023	<b>Version:</b> 1.0
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