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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Employment Support Service (Business Support) |
| **Post title:** | Service Delivery Manager (Payroll) |
| **Grade:** | N |
| **Responsible to:** | Head of HR – ESS & Central Services |
| **Staff managed:** | Manage a group of managers |
| **Date of issue:** | March 2021 |
| **Job family:** | **C&A - Customer & Administration** |

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| Job context |
| Employment Support Service (ESS) is a traded service and provides payroll services to approximately 400 schools and academies and has a payroll turnover in excess of £1.5m and DBS turnover of over £500,000. The service also provides the corporate payroll to over 7,000 NYCC employees and services to a number of external customers and partners. The continued success and development of the service is dependent upon delivering a high quality service which meets the needs of customers. ESS sits within the larger Business Support Structure and therefore the role is required to ensure consistency of approach across the whole business area.  The post is required to lead, co-ordinate and provide effective management of the Employment Support Service.  This includes responsibility for the service planning and delivery for all of the customers of the service. The post holder has responsibility for members of staff within the service with a total staff group of approximately 50 FTE. The role will have direct line management of up to 3 managers as shown in the structure chart. The role will report to the Head of HR (ESS & Central Services) and will support HRSMT as required and deputise for the head of service at meetings.  The post holder is required to:   * Work collaboratively with customers to deliver a seamless and efficient service * Manage client relationships and the escalation of service complaints * Lead for service planning and delivery in consultation with Head of Service * Take a lead on securing new commercial opportunities * Lead on contract negotiations with new customers * Consider all opportunities for trading and maximising profit with existing products but also look to develop new offers to market. * Undertake performance monitoring, appraisals and training needs, identification and commissioning for the service * Liaison with HR teams, Legal, Credit Control, Veritau, NYES * Liaison with Technology and Change, particularly in relation to service improvements * Operational management ensuring that services are delivered to a high standard in a timely manner * Commercial awareness to ensure the service is commercially focused and strives towards income generation * To deputise for the Head of Service as required * Ensure that performance is regularly reported against key performance indicators to all customers   The postholder will lead the review of relevant business processes and make a significant contribution to the continuous improvement of business support and administration functions. They will lead the implementation of outcomes of reviews in their areas of responsibility. They will initiate future reviews in consultation with the head of service to ensure that services provided continue to be efficient, effective and takes account of changing service levels, priorities, policy changes and technological developments.  The job is based at County Hall with the flexibility for home working. The job involves some travel to visit existing and potential new customers, schools and partners across North Yorkshire. This is a customer focused role and requires the establishment of strong relationships with school customers and partners. |

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| **Structure** |

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| Job Description | |
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| Job purpose | The core focus of this post, in conjunction with the Head of HR - ESS, is to lead commercial focus for the service and ensure effective service delivery of the payroll service to customers and partners. |
| Strategic management | * Lead, develop and manage process across the teams. * Ensure team members deliver the targets set down in service and team plans, monitoring and addressing under performance * In conjunction with the Head of Service, lead and contribute to specific strategic initiatives and projects, working with customers, partners and stakeholders as appropriate to achieve aims * In conjunction with the Head of Service, lead and be responsible for policy, strategy and operational performance. * To lead commercial development within the service to ensure ability to maximise opportunities for income generation * Support the strategic development of a more commercial focus by developing capability within the service. * Contribute to Traded services and Corporate objectives, lead on transformation staffing issues as appropriate, working with the team to achieve service improvements and efficiencies. * Responsible for interpretation of new guidelines and legislation ensuring effective communication to colleagues and stakeholders, including NY schools, academies and partners. |
| Operational management | * Lead and manage a range of projects and oversee complex casework, using appropriate delegation to ensure aims are achieved * Lead the service to ensure compliance with statutory and legislative standards * In conjunction with Head of Service and Management team, ensure compliance with monthly payroll requirements * Contribute to the development and delivery of the relevant service plans which incorporates priorities for ESS and specify standards and targets for ongoing performance * Deputise for the Head of Service as necessary. * Lead on staff development opportunities and priorities within the service * Influence and liaise with key stakeholders to ensure effective service delivery. * Promote the Council’s priorities, policies and Corporate Plan and positively promote the service. * Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication and providing the appropriate support and guidance. * Review and propose changes to structures and working methods that will improve the efficient use of resources and the effectiveness of service delivery. * Maximise commercialisation of services provided. * Work collaboratively with services to deliver a seamless service. |
| Partnership / corporate working | * Lead and continually develop the payroll offer to customers and external organisations. * Build effective relationships with stakeholders and, where appropriate, develop and support shared arrangements for services and systems. * Work with a range of partners/agencies, both internal and external, to develop and maintain effective working relationships. * When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. |
| Resource management | * Be responsible as the budget holder for allocated budgets within the Council’s scheme of delegation of financial responsibility, ensuring efficient use of resources and value for money * To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. * Plan and manage workloads to maximise use of resources in line with the service plan. * Prioritise and allocate staffing to support the monthly processing requirements and target pressure points within the service * To lead strategic change through promoting and enabling a continuous improvement culture. This will be achieved by monitoring and reviewing quality standards to ensure service improvement opportunities are considered and where appropriate implemented. * Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance against key performance indicators, service and team plans. * Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. |
| Systems and information | * Lead on governance arrangements for payroll services in line with internal and external standards, controls and KPI’s * Lead on procurement and contract arrangements for products and services to support business support processes and systems. * Ensure that systems and processes to support the service are consistent with the Council standards and procedures. * Review support systems and procedures to respond to changing service needs, changes in national and corporate policies and developments in new technology. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge and understanding of the theories and principles of payroll policies and processes. * Knowledge of current good practice standards both at local and national level in relation to the business of the service. * Knowledge and understanding of all relevant legislation * Demonstrable knowledge of all elements of the change management process | * Knowledge and understanding of local and national conditions of service * Knowledge of NYCC policies and procedures * Knowledge and understanding of Directorate and County Council’s priorities. |
| Experience   * Extensive experience of operating at a senior level delivering an operational service to both internal and external customers. * Demonstrable evidence of achievement at a middle management level in a large complex organisation. * Significant experience of people management and staff development. * Extensive experience in coordinating, analysing and reporting of complex management information. * Experience of successful implementation of change through the development of services and projects. * Proven track record of managing resources and budgets * Extensive experience of strategic planning, policy development and implementation, and performance management. * Demonstrable experience of successful change through organisational development. | * Local Government or similar experience * Strategic project management |
| Occupational Skills   * Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately. * Ability to oversee the delivery of strategic projects, reviewing and making amendments as necessary. * Ability to manage a team to ensure effectively service delivery * Ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. * Ability to use creativity and innovation to generate solutions for difficult issues. * Ability to identify possible causes of problems and implement solutions to minimise future occurrence. * Ability to highlight key information from large amounts of complex data to influence well-reasoned conclusions. * Ability to thrive on ambiguity, complexity and uncertainty. * Ability to make effective decisions, sound professional judgements and be accountable for those decisions and judgements. * Ability to co-ordinate, monitor and review the use of financial resources. * Ability to develop and maintain effective partnerships both within and outside the Directorate. |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Recognised management qualification. * Degree or graduate capability. * Evidence of ongoing commitment to CPD. |  |
| Other Requirements   * Ability to travel across the County. * Ability to attend meetings outside of normal business hours. |  |
| Behaviours | [Link](http://nyccintranet/policies/behaviour-and-skills-framework) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.