



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: People Services

AREA/DEPT: People Operations & Service Delivery

FAU:

SECTION: Payroll & Pensions

JOB TITLE: PAYROLL AND PENSIONS OFFICER

REPORTS TO: Payroll and Pensions TEAM LEADER

CURRENT RANK/GRADE: E

DATE: DECEMBER 2025

1. JOB PURPOSE:

To support the effective process and delivery of a payroll and pensions service to the Force, delivering accurate and timely services, ensuring compliance, minimising risks and providing a high quality service.

2. PRINCIPAL ACCOUNTABILITIES:

- a) To provide specialist technical payroll and pensions advice in accordance with legislation, police regulations, police staff council handbook, finance and other corporate policies relating to payroll and pension provision.
- b) Calculate and provide accurate individual pension entitlement estimates on request by management.
- c) Process payroll and pensions calculations for police staff, officers, office holders and volunteers which include but is not limited to sickness, child related leave, industrial action, career breaks, etc.
- d) Extract and collate information for completion of annual earnings, surveys, statistical returns, third party re-charges, taxable benefit and pensions benefit calculations, liaising with both internal departments and external agencies.
- e) When required, in response to requests from the third party payroll and pension providers, process requests from the Merseyside Pension Fund, Police Pension Fund and external agencies and internal departments.

- f)) Extract and produce accurate data and information from Force systems in order to provide senior managers' with information to assist the decision-making process relating. E.g. Force Voluntary Early Retirement, Injury Allowance Schemes, Redundancy and injury pension review cases.
- g) Run and review payroll system outputs and reports ensuring accuracy; recommending corrective actions, in accordance with auditable processes, governance and statutory year end activities (tax, payroll and pensions)
- h) Attend force and other external meetings when required, ensuring an up-to-date knowledge of relevant specialisms, to aid effective advice and guidance to the Force.
- i) Verify and authorise payroll validation including payroll certificates and exception reports to ensure they conform to all Statutory and Force requirements, advising the Payroll Team Leader of any variations to financial information.
- j) Process information to, and liaise with the payroll and pension providers in respect of any contractual changes which affect pension entitlement, in order to ensure correct payment of salaries, pensions and additional payments in order to maintain a continuous and accurate flow of information between the providers, external agencies, BCU/ Depts and the Merseyside Pension Fund.
- k) Process all volume payroll activities such as annual pay awards to the payroll provider to ensure the accurate and timely payment of such entitlements. Extracting data from the Oracle HRI System to assist with decision making within payroll and pensions environment.
- l) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security in accordance with the ACPO Guidance on the Management of Police Information in order to achieve compliance with the Statutory Code of Practice.
- m) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

1. The post holder **must** hold a CIPP Chartered Institute of Payroll Professionals (CIPP) Level 5 Diploma (Technician or Advanced Technician).
2. Must have a minimum of 3 years working as a payroll technician delivering and processing volume payroll.
3. Must have strong analytical and problem solving skills and excellent communication and interpersonal skills.
4. Must have excellent IT skills and have significant (typically 3 years) experience of MHR iTrent payroll system/platform with xperience/ability of iTrent configuration.
5. Must be self motivated and ability to work under pressure, prioritising demands and deadlines in accordance with payroll deadlines.
6. Some knowledge and experience (typically +1 year) of public sector pay and pensions is desirable.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

None required

4. RELATIONSHIPS:

(a) *Supervisory responsibilities:*

N/A

(b) *Supervision Received:*

Directly accountable to the Payroll Team Leader

(c) *Other Contacts:*

(i) *Within North West Region:*

Contact with Payroll and Pensions Team Leader, Contact Centre Manager, Force Supervisors and Managers, Officers and Police Staff, third party suppliers (LGPS, Police Pension Scheme and MHR (payroll software provider)

(ii) Outside North West Region:

Contact with payroll and pensions providers to facilitate the provision of information to the Pensions Fund, Solicitors and insurance companies as requested.

Contact with Dept of Work and Pensions in respect of benefit entitlement impacting on Injury Allowance schemes. Other Police Forces, to facilitate and contribute to the sharing of best practice.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

To act as a payroll specialist for the provision of a payroll service to Officers and Police Staff, providing information relating to payroll related issues and the police officer and police staff pension schemes.

The work pattern is generally Monday to Friday within the Force flexible working scheme. Flexibility outside of the scheme may be required due to the demands and nature of the work undertaken and the requirements of the Head of People Services Contact Centre

(b) Framework and Boundaries: (Policies and procedures which affect you and how these can be changed).

Merseyside Police Policies and Procedures

Financial Regulations and Standing Orders

Local Government Pension Regulations

Government Legislation

Police Regulations

Police Staff Conditions of Service

(c) Organisation: (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: The post holder is not a budget holder

Staff: N/A

Other: Responsibility for the seamless flow of information between the Pensions & Payroll contractors and the Merseyside Pension Fund to ensure the provision of a professional payroll and pensions support service.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

Pensions legislation is subject to constant change and amendment, and it is essential that the post holder is able to readily interpret and present such legislation in an understandable format and be able to adapt procedures to conform to such changes and developments.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).