Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Payroll Officer

Reference: 84525

Payroll Department, Head Office, Stockport

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 28 October 2026

Once you have submitted your application form allow *14 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

If you have any queries about this role please contact Paul Mitchell, Head of Payroll by emailing Paul.mitchell@creativesupport.co.uk

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

JOB DESCRIPTION – PAYROLL OFFICER

Payroll Department, Head Office, Stockport

Hours: 37.5 hours per week

Responsible to: Payroll Team Manager

The Role:

To process employees' payments as part of the payroll team in a timely and accurate manner. To create and maintain employees' payroll records. To calculate payments in line with terms and conditions, and process applicable deductions based on employee attendance and timesheet records. To enter payroll information into a central payroll system for processing, and issue employees' checks and earnings summaries.

Employee Duties:

1.1 To input data from timesheets onto the payroll system accurately and efficiently to meet specific deadlines. To ensure that all timesheets are authorised by the employee's line manager before processing.

1.2 To maintain the payroll processing system and records by gathering, calculating, and inputting data

1.3 To calculate and input other pay related data, such as statutory payments.

1.4 To liaise with employees and projects to ensure that the correct information is received prior to the payroll process.

1.5 To assist with the reporting and checking of data to ensure accurate payments are made.

1.6 To manage incoming information in the payroll email inboxes and by phone, and respond to employees' questions about wages, deductions, attendance, and time records.

1.7 To manage changes in job roles, salaries, terms and conditions and exemptions.

1.8 To adhere to payroll policies and procedures and comply with relevant legislation.

1.9 To identify, investigate and resolve discrepancies in timesheet and payroll records.

1.10 To follow confidentiality procedure for employees' pay records.

1.11 To complete payroll audit reports for compliance and record keeping purposes.

Payroll Duties:

2.1 To provide high standards of service, quality and customer care.

2.2 To produce reports and audit data as required through the iTrent payroll computerised system.

2.3 To answer queries regarding payments and related matters,

2.4 To liaise with the Payroll Team Manager on a regular basis.

2.5 To process all payroll related data in accordance with agreed standards and deadlines.

2.6 To provide administrative and telephone backup to the Payroll Department.

2.7 To provide efficient, friendly and helpful services as part of the Payroll team.

2.8 To assist in the maintenance and periodically review the filing systems of the Payroll Department to ensure a well co-ordinated and efficient system of storage, location and retrieval.

2.9 To carry out general administrative duties, including word processing, data entry, spreadsheets, photocopying, filing, faxes, mailings and sorting correspondence.

2.10 To organise computer files and document referencing on the network in a logical manner consistent with in-house systems. To regularly archive files in accordance with company procedure.

2.11 To adhere to compliance and data protection processes and policies

Other:

3.1 To provide regular verbal and written reports to line manager.

3.2 To accept regular support and supervision from line manager.

3.3 To carry out all work in a manner consistent with the aims and principles of Creative Support.

3.4 To comply with and to implement the Equal Opportunities Policy of Creative Support.

3.5 To maintain confidentiality at all times, in accordance with the agreed policy.

3.6 To identify own training needs in discussion with line manager and to attend training events and courses as required.

3.7 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

3.8 Any other duties as required.

PERSON SPECIFICATION – PAYROLL OFFICER
Payroll Department, Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in an payroll environment/ team	Application, Interview & Exercise	Essential
2	Experience of working on a computerised payroll system, ideally iTrent	Application & Interview	Essential
3	Minimum of 24 months experience working within a Payroll environement	Application & Interview	Desirable
4	Ability to manually calculate tax and NI, and experience of statutory payments	Application & Interview	Essential
5	Excellent verbal and written communication skills	Interview	Essential
6	Competence in the use of spreadsheets (eg Excel) and databases.	Application & Interview	Essential
7	A high standard of numeracy and literacy	Application & Interview	Essential
8	Fast accurate keyboard skills	Application Form	Essential
9	The ability to work to deadlines under pressure	Application & Interview	Essential
10	Ability to work in a diligent manner and to achieve deadlines	Application & Interview	Essential
11	The ability to work flexibly according to the changing needs of a busy office, this will include periods of flexible working to meet payroll deadlines	Application & Interview	Essential
12	A good standard of oral and written English	Application & Interview	Essential
13	Willingness to consult colleagues and to work as part of a team	Interview	Essential
14	A strong commitment and focus to customer care	Application & Interview	Essential
15	Willingness to work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – PAYROLL OFFICER
Payroll Department, Head Office, Stockport

Salary:	**Up to £28,655 per annum pro rata**	
	Point One:	£27,690 per annum / £14.20 per hour
	Point Two:	£28,665 per annum / £14.70 per hour
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*		

Hours of Work:
37.5 hours per week, Monday to Friday. Predominantly 9am till 5pm. There is some degree of flexibility on the hours of work.

Holidays:
25 days plus 8 statutory days pro rata.

Bank Holidays:
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Birthday Holiday Bonus:
You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do pay Statutory Sickness Pay for the first three days of **any** sickness absence.

- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:
- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.