



# Application Pack

**Ref: WA325**

**Payroll Manager**

**Salary £50,000**

**Full-time - Permanent  
40 hours per week**

**Advert Date: 15 May 2024**

**Closing Date: 19 June 2024**

**Westminster Abbey**



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# About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

## **Westminster Abbey's mission is:**

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

## **Our Values:**

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

**It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**

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# Job Description

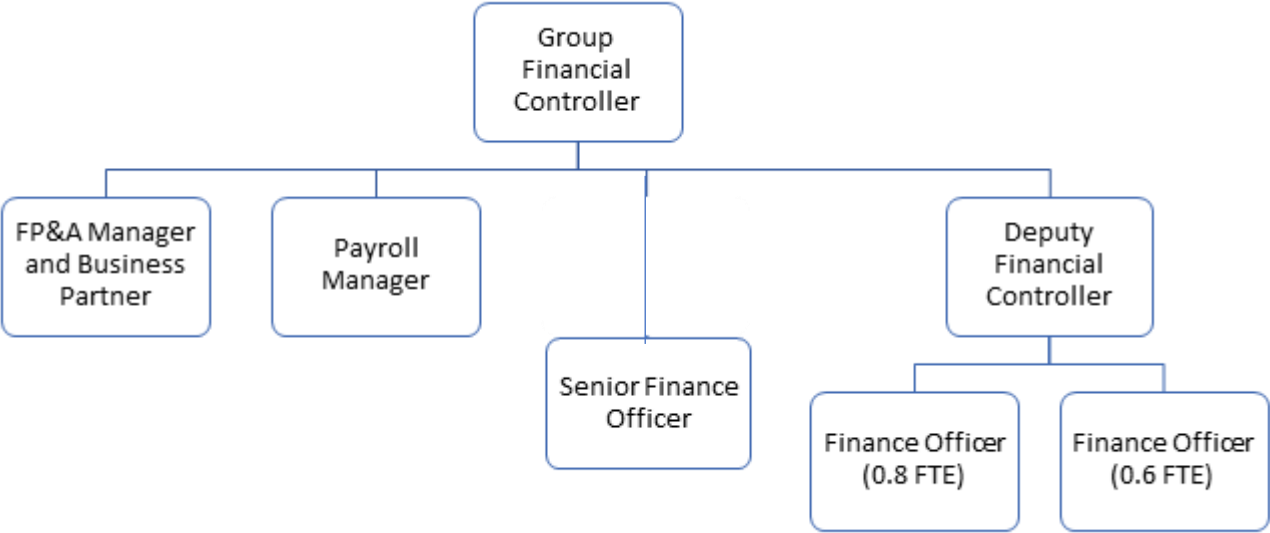
<b>JOB TITLE</b>	Payroll Manager
<b>DEPARTMENT</b>	Finance
<b>ACCOUNTABLE TO</b>	Group Financial Controller
<b>KEY RELATIONSHIPS</b>	Internal: Finance, Human Resources, Heads of Department External: Midland HR, HMRC
<b>BACKGROUND</b>	<p>The Finance Department holds overall responsibility for all financial matters for Westminster Abbey, Westminster Abbey Choir School and Westminster Abbey Enterprises Ltd.</p> <p>There are currently three payrolls which include approximately 300 employees, 130 pensioners and 60 self-employed individuals paid through the payroll system. The role requires regular interactions with senior positions across the Abbey.</p>
<b>JOB SUMMARY</b>	<p>Responsible for the payroll function. To ensure that all aspects of staff pay including pensions and other staff benefits are accurate and timely and that all statutory and regulatory requirements are adhered to.</p> <p>To be the <i>Local Expert</i> of iTrent (that drives payroll) and to provide support to relevant Abbey colleagues on organisational reporting requirements using iTrent, Business Objects and other systems.</p> <p>To be the first point of contact with the payroll systems provider and on all matters relevant to staff pay.</p>

## MAIN DUTIES AND RESPONSIBILITIES

1. To lead and manage all aspects of the payroll function, ensuring compliance with the latest relevant legislation, statutory filing deadlines, and internal management reporting requirements, liaising with the payroll provider (currently Midland HR), Finance and HR functions as appropriate.
2. To create, update and manage efficient work systems and effective internal controls within the payroll function, ensuring that processing errors are minimised and changes are reflected accurately and promptly.
3. To manage and maintain high levels of quality and service, ensuring prompt and accurate processing, payment, reporting and record keeping of payroll.
4. Encourage continuous improvement and a solution focused way of working.
5. To provide high quality advice on payroll-related matters, responding to queries and liaising with departmental managers, staff, HR, Finance and HMRC as necessary.
6. To manage Auto-Enrolment and Pension Schemes, including reporting to Pension Providers and communications with staff.

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7. To be the in-house system expert on iTrent, supporting other users of the system and ensuring effective role level security and function access is kept up to date.
  8. To escalate queries and requests as appropriate, providing an informed and timely handover to the subject matter expert or responsible person within the Abbey.
  9. Undertake any other task or activities directed by Group Financial Controller or Head of Human Resources.

**Team Structure**





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# Person Specification

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

## **Essential**

### **Education/Training**

1. Educated to degree level.
2. Full CIPP membership (qualified to level 5 or equivalent).

### **Skills/Aptitudes/Knowledge**

3. Detailed knowledge and understanding of UK payroll-related legislation and statutory requirements, including PAYE and other deductions, and HMRC rules.
4. Ability to solve problems and be able to investigate and diagnose issues and make improvements.
5. The ability to structure and resolve relevant calculations, including parent leave, pay, income tax, sickness pay and payroll errors.
6. Excellent communication skills (written and oral) with ability to build professional confidence whilst developing excellent working relationships with all departments across the Abbey.
7. To have a good eye for detail, including well developed good analytical skills with the ability to compare data and be used to creating reports and imports.
8. Advanced knowledge and application of Excel skills are required.
9. Ability to perform calculations and automation to process large volumes of data,
10. Ability to work to tight deadlines.

### **Experience**

11. Proven experience managing a payroll function.
12. Experience of administering and running payroll through iTrent and sharing knowledge with colleagues within the Abbey, including the HR Team.
13. Proven experience and aptitude in complex reconciliations.
14. Experience of dealing with HMRC queries.
15. Experience of building reports through business objects and validating their output.
16. To be able to communicate complex information effectively at all levels.

### **Personal Attributes**

17. Ability to use well-developed interpersonal skills to manage the payroll function and work effectively with Finance colleagues and the wider Abbey community.
18. Sound understanding of GDPR, whilst maintaining confidentiality and diplomacy.
19. Collaborative and customer service focussed.
20. To work within the ethos and values of Westminster Abbey.

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# Working for us

## **Employment Status**

This post is permanent.

## **Salary**

The salary is £50,000 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

## **Working Hours**

These are 40 hours per week. The normal arrangement of working hours is 9am to 5pm Monday to Friday, however the postholder will be required to work hours that suits the needs of the organisation.

## **Annual Holidays**

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service.

## **Training**

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## **Pension Scheme and Life Assurance**

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## **Staff Discount**

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## **Season Ticket Loan**

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## **Medical Insurance**

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## **Uniform**

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

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# Equality Statement and

## How to apply

### Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

### Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

### How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on 19 June 2024. Interview date is to be confirmed.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*