



**Royal Star
& Garter**

Care with courage



HR & Payroll Administrator– Central Services

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

We have a great opportunity for a HR & Payroll Administrator to join our dynamic People Team. In this role, you will manage payroll processes, support HR operations, and ensure accurate employee records, all while contributing to a positive and efficient workplace.

Working as part of our people team, a big part of your focus will be the processing of the monthly payroll for around 400 employees with the support of our outsourced payroll provider; Moore Pay. You will also support the People Team with all aspects of HR administration as required.

We run a monthly payroll, and this creates the need to be able to work efficiently to ensure all processes are followed and all colleagues are paid correctly and on time. For this role you must have good attention to detail and be able to work as part of a team to tight deadlines, whilst always maintaining confidentiality.

If you have strong organisational skills, experience in payroll administration, and a passion for HR, we'd love to hear from you!

Lena Halm
People Operations
Manager

The role at a glance

Title: HR & Payroll
Administrator

Location: Royal Star & Garter, 15
Castle Mews,
Hampton, Middlesex, TW12

Reports to: People Operations
Manager

Hours: 35 per week
Salary: £28,000

Contract: Permanent

More information:

Hampton.jobs@starandgarter.org

Job description

Purpose

Job Summary: As the Payroll & HR Administrator, you'll play a pivotal role in providing administrative support across various aspects of Payroll HR, and L&D function. You will be responsible for managing payroll processes and providing comprehensive administrative support to the Learning and Development Manager, People Business Partners and the wider People Team. Supporting the recruitment life cycle ensuring that the staff journey from onboarding to offboarding is in line with the charity's policy, statutory compliance and best practice.

This role requires a detail-oriented individual with strong organisational skills and the ability to handle confidential information with discretion. You must possess a collaborative team spirit, positive attitude and the desire to build relationships with a range of people. With strong administration skills, you will understand the importance of good planning, organisation and execution in a fast paced environment

Key Responsibilities

Payroll:

- Collaborate with payroll bureau, Moore Pay and People Team to ensure efficient monthly payroll.
- Manage the working relationships with our payroll bureau and People Team colleagues on a daily basis ensuring that communication is clear and relevant information is being provided and collated in a timely manner so that payroll runs efficiently each month.
- Verify trial payroll data for accuracy before submission.
- Generate and distribute payroll reports, including agency and absence rates.
- Perform regular audits of payroll and pension systems.
- Resolve payroll issues and manage statutory payments (SSP, Maternity, Paternity).

Key responsibilities

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team

to Lena Halm

hampton.Jobs@starandgarter.org

Job description cont'd

- Ensure HR data is up-to-date through monthly audits.
- Maintain accurate pay records and systems in accordance with financial accounting requirements and HMRC guidelines.
- Collate and check trial payroll information such as absence data and employee information, prior to the submission of the monthly payroll to ensure accuracy and minimise pay related issues.
- Produce and distribute pay reports including use of resources such as agency and bank workers and absence rates.
- Provide checks and balances function for payroll and pensions processes through regular systems audits and checking source data with systems data.
- Be first point of contact for employees and resolve any issues in a timely manner.
- Manage the administration of statutory payments, SSP, Maternity and Paternity Pay ensuring that calculations are accurate and notified to payroll.
- Work with the People Team to ensure that HR Data and people records are maintained to high standard and up to date through a monthly audit process.
- Process P45s efficiently.

Pensions:

- Manage outsourced pension provision and data submission.
- Administer opt-out process and oversee triennial pension re-enrolment.

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Job description cont'd

Benefits Scheme:

- Maintain and research employee benefits.
- Address benefit-related queries and provide guidance.
- Promote benefits through collaboration with the Marketing & Communications team.
- Assist in administering salary sacrifice benefits.
- Produce reports on benefits usage and effectiveness

HR Administrative Support:

- Central support to the Business Partners – this role is critical to ensuring consistency is maintained across the 4 sites.
- Assist with the recruitment process, including posting job openings, scheduling interviews, and conducting reference checks.
- Support the onboarding process for new hires.
- Assist in the administration of employee benefits programs.
- Handle general HR inquiries and provide assistance as needed.
- Prepare and manage HR correspondence, reports, and documents.
- Maintain and organise HR files and records, ensuring data integrity and confidentiality.
- Assist in the preparation and coordination of HR events and training sessions.

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Job description cont'd

Learning and Development Support:

- Maintain and manage user data in our Learning Management System (LMS), ensuring accuracy and confidentiality.
- Compile and analyse regular learning-related data to monitor progress and outcomes.
- Respond promptly and professionally to email inquiries related to learning and development.
- Coordinate with internal and external stakeholders to organise learning sessions, including setting up calendar events, sending reminders, and following up with attendees via text and email
- Assist the Learning and Development Manager to ensure the smooth and effective running of the learning and development function.
- Support the creation, development, and distribution of learning materials.
- Collaborate with learners, HR Business Partners, and line managers to ensure all mandatory training is completed and up to date.

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team to Lena Halm.

**Closing date for applications:
7th November 2024**

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Person specification



Essential Behaviours & Experience:

- Proven experience in payroll administration and HR support roles.
- Strong knowledge of payroll legislations and regulations.
- Excellent organisational and time-management skills.
- Strong attention to detail and accuracy.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience with HRIS and payroll software.
- Excellent communication and interpersonal skills.
- Ability to handle sensitive and confidential information with discretion.
- Experience dealing with large amounts of data



Our values



With love



We carry out our work with love, care and compassion.

Living positively



We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.

As a family



We work and live as one team, one family, one community.

Standing in their shoes



We show admiration and respect for people and never forget what they have done.

Take courage



We are not afraid to do what is right and what is needed.

Offer



Although we are a charity we offer a generous package

- Salary of £28,000 per annum
- 35 hours per week – Monday - Friday
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- Learning and Development – fully funded opportunities to support you in your role



About us

Our vision & mission

Vision: A future where all veterans can live life to the full.

Mission: To provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.

About us



Our future

Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



And rated **'Outstanding'** in the care category.

High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and wellbeing of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

