

Lancashire County Council Grade Profile

Grade Profile (Grade 6)

Applies to all posts at Grade 6

Purpose:
To provide general and specific technical support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialized activity. This may include day-to-day supervision and direction of a group or team.
Scope of Work:
Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.
Accountabilities/Responsibilities:
• The supervision/technical reference for a group or team; or • Accounting for expenditure from agreed budgets; or • Overseeing the administration of support systems and processes; or • Undertaking specialized service support activities; or • Providing service and situation specific guidance; or • Using specialized equipment.
Skills, Knowledge and Experience:
• Recent experience of working in a payroll environment • Extended experience or the ability to demonstrate the competence to undertake the role. • Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable. • Working knowledge of the practices, processes and procedures relevant to the role. • Skills appropriate to the job discipline. In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators:
Completion of tasks to required standards, deadlines and timescale

Operational Context Form

Post title: Payroll Senior Officer

Directorate: Finance

Location:

County Hall, Preston

Establishment or team:

Payroll Service

Post number:

Grade: Grade 6

Staff Responsibility:

No

Essential Car User:

No

Scope of Work – appropriate for this post:

Lancashire County Council's Payroll team provides services for more than 33,000 employees in public sector organisations across the North West, including over 500 schools and academies. The team are proactive in providing best advice to customers, interpreting legislative and policy changes and delivering a highly responsive service built on best of breed technology.

The primary purpose of the role is to provide the efficient administration of a range of processing tasks within a high quality, accurate and timely payroll function, for a range of clients and in accordance with their statutory, legislative and contractual obligations.

Accountabilities/Responsibilities – appropriate for this post:

1. Provide technical advice and guidance on end-to-end payroll processes to customers, in line with applicable customer service level agreements and policies.
2. Calculate complex payment on accounts and overpayments (including salary recalls and cancelled cheques) ensuring that all the required payroll adjustments arising from the calculation are correctly entered into the payroll system.
3. Assist in the clearance of payrolls, payments over, balancing and reconciliation of payrolls in accordance with policy/regulatory frameworks.
4. Completion of monthly and annual reports to customers and statutory bodies, e.g. HMRC and Pension scheme providers.
5. Provide technical support and expertise on payroll matters including training and coaching of others, internally and externally.
6. Provide information to support statutory audits, inspections and management requirements.
7. Support service managers in the delivery of the business plan and service objectives.
8. Assist in the development and implementation of technical solutions, business processes and procedures to improve service delivery.
9. Assist in the investigation and reporting of complaints and queries, providing effective solutions and escalating where necessary.
10. Comply with service level agreements and KPI's.
11. The application of, and adherence to, all contractual and statutory legislation governing payroll and pensions.
12. Adhere to LCC data protection policies and procedures.
13. Build and maintain effective working relationships with customers and colleagues.
14. Represent the County Council at meetings when required.

Additional Supporting Information – specific to this post:

Prepared by:

Jack Buckles

Date:

April 2026

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. PLEASE NOTE that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council Person Specification (Grade 6)

Requirements:	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
1. 4 GCSE's or equivalent (A-C) including Maths and English	E	A, I
Experience:		
1. Recent experience of working in a payroll environment	E	A, I
2. Experience of working in a service delivery/customer focused environment	E	A, I
3. Use of IT, and Management Information Systems in particular, in supporting processes including management information	E	A, I
4. Collaborative working across teams and services	D	A, I
5. Experience of co-ordinating and monitoring a team's workload	E	A, I
6. Experience of working to Key Performance Indicators and deadlines	D	A, I
7. Experience of working within a Payroll environment	E	A, I
Skills/Abilities:		
8. Good numeracy and literacy skills and proficiency in IT packages and systems (e.g. Microsoft Office)	E	A, I
9. Able to demonstrate conscientiousness by being thorough, careful and responsible, with a strong sense of duty, integrity and accountability	E	A, I
10. Ability to communicate clearly and concisely with customers and colleagues both orally and in writing	E	A, I
11. Evidence strong diligence skills, with a commitment to hard work, attention to detail and ability to meet deadlines effectively	E	A, I
12. Ability to prioritise workload to meet required timescales and levels of accuracy, with minimal supervision and excellent administrative and organisational skills	E	A, I
13. Understand the significance of data integrity in business processing and ability to work consistently within frameworks and procedures	D	A, I
14. Providing advice/guidance and technical support to team members and customers	D	A, I
Other (including special requirements)		
Commitment to equality and diversity.	E	I
Commitment to health and safety.	E	I
Display the LCC values and behaviours at all times	E	I

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfil the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

Team/Establishment:	Payroll Service
Post Title:	Payroll Senior Officer
Description of main activities the employee will be required to undertake (or attach role profile) Please refer to role profile	
Form Completed by:	Jack Buckles

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).	☐	☒
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).	☐	☒
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build-up of gases, vapours or fumes or the use of breathing apparatus is required).	☐	☒
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).	☐	☒
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	☐	☒
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).	☐	☒

7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	☐	☒
8	Work with lead or lead-based products (e.g. some paints).	☐	☒
9	Food handling/preparation (of raw or uncooked food only).	☐	☒
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	☐	☒

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front-line posts re abuse, aggression, assault).	☐	☒
12	Working in isolation/lone working.	☐	☒
13	Work with electrical wiring (e.g. colour blindness).	☐	☒
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	☐	☒
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	☐	☒
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	☐	☒
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	☐	☒
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	☒	☐
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1-month period).	☒	☐

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (please print)		RACHEL WILSON	
Telephone Number:	01772 536313	Date:	July 2026