

JOB DESCRIPTION.

JOB TITLE	Payroll Manager
DEPARTMENT	Finance <i>working closely with People & Culture</i>
REPORTS TO	Head of Financial Controls & Audit <i>dotted line: Head of People & Culture</i>
DIRECT REPORT	Payroll Assistant

Our vision

To be the world's most exciting centre for Shakespeare and theatre experiences.

Our purpose

We use Shakespeare's enduring relevance to ignite the power of theatre to spread empathy and launch cultural experiences that inspire hope at every stage of people's lives.

INCLUSION STATEMENT

People are at the centre of the Globe's work. We create ways to enable our wide community to feel visible, and for everyone's contributions to the Globe's purpose to be heard and respected.

We value and respect individual lived experience and drive inclusion through mindful awareness, empathy, care and belief, with a commitment to regularly improve how we empower and support people to do their best work. We will be honest and acknowledge our present conduct, approach and intention, as everyone works towards a shared common purpose to create greater inclusivity.

This role will actively embed inclusion, anti-racism and access principles into the work of the Finance teams.

FINANCE DEPARTMENT

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two

iconic theatres, our work harnesses the power of performance, cultivates intellectual curiosity and excites learning.

The Finance department supports the organisation in delivering its charitable and commercial objectives, with the Financial Services team processing transactions and making payments; and the Financial Reporting team preparing management accounts, financial statements and providing business partnering to the business.

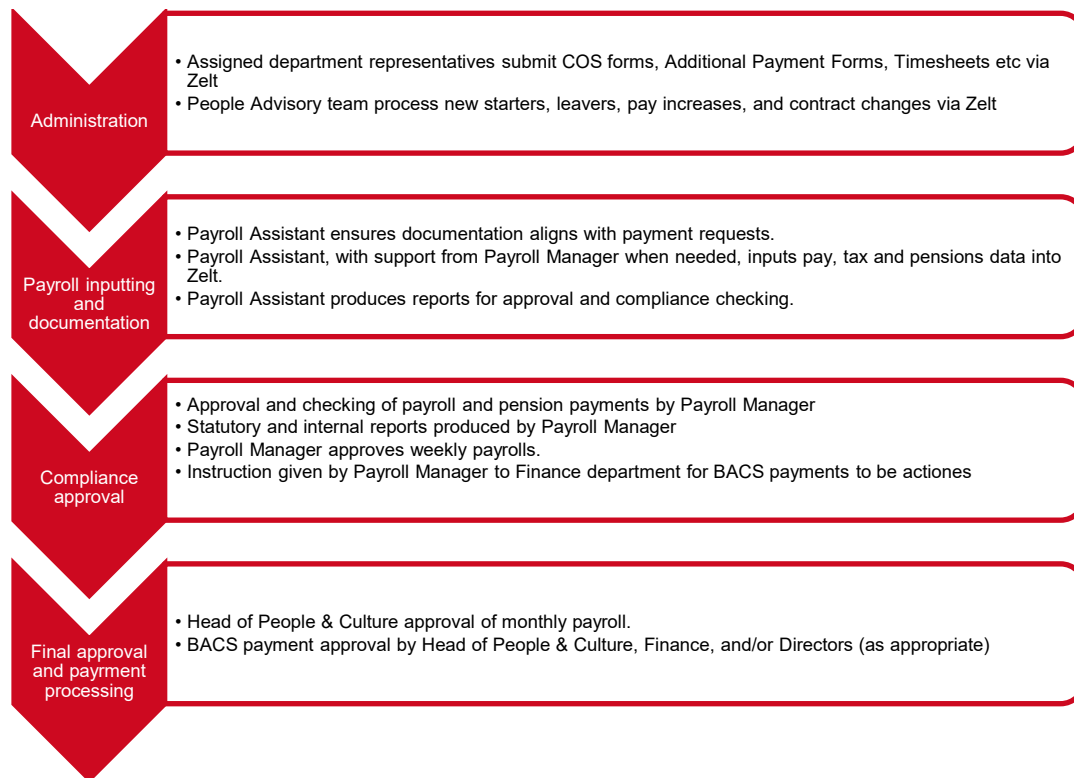
PEOPLE & CULTURE DEPARTMENT

This role also works closely with the People & Culture team who play a key role in supporting our vision and strategy by attracting, retaining, and developing talent, while ensuring our people are engaged, work within an inclusive workplace, are motivated, and are aligned with the Globe's mission and values.

PURPOSE OF JOB

This role is responsible for managing and overseeing the in-house payroll and pension function at the Globe. The role ensures that there is a compliant, accurate and timely payroll for approximately 250 permanent employees, and a further 400 variable workforce of casual, PAYE and non-PAYE workers via monthly and weekly payrolls across the year. Management of four pension schemes (NOW pensions, Aviva, Equity, and Musicians Union) is also a key part of this role. With the support of a Payroll Assistant and stakeholders within other departments, the Payroll Manager ensures the pay and pension related processes and systems are efficient, consistent and as automated as possible.

The Payroll Manager is accountable for the day-to-day administration, processing and checking of payroll and pensions, and for preparing payroll outputs for review. Ensuring that final authorisation, sign-off and release of payroll payments are forwarded timely to senior members of the Finance and People & Culture teams is an essential part of the role, in line with agreed controls and delegated authorities. The Payroll Manager escalates exceptions, narrative for variances, policy deviations and high-risk items for decision and approval.



KEY RESPONSIBILITIES

Payroll Management

- Run the end-to-end in-house payroll cycle for two weekly payrolls and one monthly payroll, with support from the Payroll Assistant.
- Maintain and communicate the payroll calendar and processing timetables, ensuring a balance is met to allow each time sufficient time for processing.
- Gather, validate and import payroll inputs (e.g., starters/leavers, contracted hours, timesheets/overtime, allowances, deductions, sick pay and family leave) and ensure supporting approvals are in place.
- Process and check payroll calculations (including PAYE, NI, student loans, attachments, salary sacrifice where applicable), ensuring accuracy and compliance before submission for review/sign-off.
- Prepare payroll outputs for review and authorisation (e.g., payroll reports, variance narrative, exception logs) and escalate anomalies, corrections and policy exceptions to the Head of Financial Controls and Head of People & Culture as appropriate.
- Maintain payroll records and statutory documentation (e.g., payslips, P45s, P60s, P11ds) and complete year-end activities in line with HMRC deadlines.
- Ensure successful completion of RTI submissions (FPS/EPS as required) and support timely payment of payroll-related liabilities (PAYE/NI and other deductions) in conjunction with Finance.
- Prepare and post payroll journals, reconciliations and payroll costing outputs; work with Finance to ensure accurate general ledger coding and timely month-end processing.
- Manage payroll queries and provide clear guidance to employees and managers; act as escalation point for complex cases and liaise with external bodies where needed.
- Support data processors in other teams with troubleshooting payroll and pension and Zelt related queries, ensuring they have access to reports which allow them to manage departmental staffing budgets.

- Maintain robust payroll controls (including segregation of duties, documented checks, audit trail and access controls) and support internal/external audits by providing payroll evidence and explanations.

Process & Compliance

- Maintain the Payroll Process Manual, ensuring it is regularly updated to reflect current procedures, systems, and legislation.
- Working with relevant departments to support the documentation and communication of Globe pay periods, pay rules (overtime etc), union agreements relating to pay, time and attendance management processes.
- Continually review and improve payroll and reward procedures to increase efficiency, accuracy and compliance, implementing changes in line with the Globe's policies and agreed approvals.
- On instruction from the Finance team, support internal and external audits by providing accurate documentation, explaining processes and findings, and ensuring an appropriate audit trail is maintained.
- Work with key stakeholders and managers to ensure payroll inputs are submitted accurately, consistently and on time (with appropriate approvals), and provide payroll information and documentation to support local budget management.
- Ensure appropriate payroll risk and fraud controls are documented within the payroll manual and applied in practice, working in conjunction with Finance and escalating control weaknesses for resolution.

Pension Management

- Manage the day-to-day administration and end-to-end operational processing of the Globe's pension schemes, ensuring accurate data, timely submissions and a clear audit trail.
- Oversee and quality-check pension administration completed by the Payroll Assistant, providing guidance and ensuring accuracy and compliance.
- Calculate and process pension entitlements such as retirements, transfers, deaths, and terminations.
- Ensure compliance with applicable pension legislation and auto-enrolment rules.
- Maintain accurate and up-to-date pension records and member data, according to GDPR legislation.
- Liaise with employees, retirees, and third-party providers to resolve enquiries or issues.
- Ensure pension providers are preparing and distributing annual pension statements and other communications to their plan members.
- Support internal and external audits by preparing necessary documentation and reports.
- Monitor and reconcile pension contributions and payments.
- Provide input for the development or improvement of pension-related systems, processes, or documentation.
- Provide operational input and analysis to support any review of pension arrangements led by People & Culture and Finance (e.g., contribution changes, provider performance, member communications).
- With the People Advisory team, support pension education and signposting (e.g., provider materials and sessions) to help employees understand options and reduce unnecessary opt-outs.

Pay Reward Management

- Support the Head of People & Culture and Head of Finance Business Partnering in reviewing the annual pay rise proposal and consider options that would be supportive to the Globe's employees.

- Ensure the annual pay rise is applied on the assigned date, and work with the People Advisory team to communicate increase to employees.
- Oversee the processes and document any benefits that are linked directly to pay and P11D reporting (such as salary sacrifice schemes, rental deposit scheme, royalties, and additional leave etc.).
- Oversee the Life Assurance contract and scheme and liaise with the Deputy Head of People & Culture to ensure the People Advisory team are keeping the records accurate and are regularly promoting the scheme.

Systems, Data analytics and reporting

- Project lead the HRIS contract, Zelt, and oversee any system development, with particular responsibility of the development and implementation of payroll, benefits and pension functions.
- Manage and maintain the payroll functions within Zelt, ensuring compliance, data retention policies are adhered to, and efficiencies.
- Produce annual gender, ethnicity and disability pay gap reports, and work with the Head of People & Culture to analyse trends and recommend actions.
- Develop diversity data dashboards within Zelt and create reports.
- Act as key contact for system upgrades, new functionality, and Zelt liaison.
- Ensure smooth data flow and integration between payroll, HR, and finance systems.
- Produce regular and ad-hoc payroll and people reports for relevant stakeholders ensuring data accuracy and compliance.
- To produce and analyse people data to analyse payroll and people trends, headcount, and provide insights to support strategic decision-making.

Team Leadership

- Manage and support the Payroll Assistant, providing supervision, training, and performance feedback in regular one to ones and in CPM check-ins.
- Delegate tasks appropriately while ensuring quality, accuracy, and development opportunities.
- Ensure sufficient cover and business continuity during absences.

PERSON SPECIFICATION

- Demonstrable experience managing the payroll for medium sized and/or complex organisations.
- Preferable experience in Theatre, Heritage or Arts & Culture organisations.
- CIPP qualification or working towards, with a strong knowledge and desire to expand understanding of UK payroll legislation, HMRC processes, and pension regulations.
- Experience managing and coaching a team.
- Solid knowledge of payroll systems and HRIS platforms, with experience in working with system providers to develop functionality and automation.
- Advanced Excel and data analysis skills.
- High attention to detail and confidentiality.
- Ability to adapt communication style to different stakeholders with varying understandings of pay, personal tax, and pension knowledge.
- Experience working in organisations with complex working patterns and contracts (salaried, hourly paid, freelance, variable hours, part-time, overtime, etc.).

CONTRACT INFORMATION

Contract: Permanent and Part-Time

Hours: 21 hours per week, excluding one-hour daily lunch break.
Working days to be Monday, Tuesday, and monthly payroll close day. Other days/hours can be agreed.
Additional hours on evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked.

Salary: £26,826 per annum (FTE £44,710 p.a.)

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.