

Role Profile

Role Title: Payroll Manager

Business Area: Finance

Department/Team: Payroll

Reports to: Finance Head of Group Services

Direct Reports and span of control: 1 Payroll and Pensions Supervisor, 1 Payroll Advisor

Dimensions (budget holder, level of contract/systems etc responsibility): Responsible for the delivery of payroll services for approximately 2,000 colleagues across the Group. Accountable for payroll controls, statutory compliance, payroll reconciliations, pension administration and the management of payroll systems and effective operation of payroll systems and processes.

Created/Reviewed date: August 2026

Role Purpose

To manage the delivery of payroll services across the Group, ensuring all colleagues are paid accurately and on time whilst maintaining compliance with HMRC, pension and employment legislation. The role leads a small team of payroll professionals, provides technical expertise and delivers a customer-focused service through continuous improvement and stakeholder engagement.

Responsible for maintaining robust payroll controls, driving process efficiencies and ensuring payroll processes and systems continue to meet changing business and legislative requirements. The role plays a key part in delivering a resilient, efficient and compliant payroll service for colleagues across the Group.

Key Accountabilities

- Lead the delivery of end-to-end payroll processing across multiple pay groups.
- Ensure all salaries, allowances, deductions and statutory payments are processed accurately and on time.
- Responsible for payroll reconciliations, reporting and audit requirements.
- Ensure compliance with HMRC, PAYE, National Insurance, pension and employment legislation.
- Manage statutory reporting, year-end processing and responsible for third-party payments.
- Work effectively with both external and internal stakeholders, including colleagues across Finance and HR.
- Lead payroll audits and maintain robust payroll controls.
- Responsible for payroll system administration, testing and implementation of legislative updates, ensuring system integrity, accuracy and effective operation.
- Maintain high technical standards and provide technical payroll advice to leaders and other stakeholders.
- Monitor and report on payroll KPIs and service standards.

Role Profile

- Promote and maintain a customer focus in line with the Aster Way.
- Identify and deliver process, system and control improvements, ensuring procedures are in line with legislation and best practice.
- Lead, support and develop payroll team members.

Experience and Qualifications

Essential

- Significant payroll management experience within a complex organisation (5+ years).
- Proven responsibility for end-to-end payroll operations.
- Strong working knowledge of payroll legislation, PAYE, National Insurance, pensions and statutory payments.
- Experience leading and developing payroll teams.
- Strong stakeholder management and communication skills, including with senior management.
- A proactive approach to improving processes and systems.
- Confidentiality and integrity is essential.

Desirable

- MCIPP membership or other professional qualification.
- Housing sector payroll experience.

General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- Will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.