JOB DESCRIPTION

Payroll Projects, Systems and Processes Manager
Finance Office
Professional 6 (P6)
Permanent

Overview

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

The Finance Office has overall responsibility for the financial environment within the University and provides a comprehensive range of services to DCU Faculties, Schools, Research Centres, Professional Support Departments, and Campus Companies.

Role Profile

This Payroll Projects, Systems and Processes Manager role is part of the Operations Team, and supports the team delivering change across the recruit to pay cycle for the University and the DCU Commercial Group of companies. The role represents an exciting opportunity for the ideal candidate to manage across a range of process and system changes, aligned with the University's strategy for operational excellence and continuous improvement. Annual payroll and pensions processing including part-time and full-time staff is in the order of €130m per annum.

The role will contribute to the delivery of sustainable transformation through the creation and embedding of a lean methodology, to ensure an integrated finance service provision across operational, tactical, and strategic support for payroll processing and reporting.

The Payroll Projects, Systems and Processes Manager role will report to the Group Controller of Financial Operations and will liaise closely with other Finance Office teams, HR and IT teams, as well as with other colleagues within the University and subsidiary companies, and also with external stakeholders.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Lead and continue to support system implementations and upgrades within the payroll function, ensuring projects are delivered to set objectives, and in line with transformation design principles and the change framework. Key projects include WFM Timesheet solution, Payroll Admin on Web, Timepoint rollout, automation of payroll cost transfers, EHEC's CSO returns and third party deduction functionality within the Core system.
- Contribute to and support other finance transformation initiatives including within the ERP system (Agresso migration to the cloud) and payroll reporting toolkit (MakoData) as they relate to and impact on the payroll function
- Review of the recruit to pay cycle, including documentation and mapping of as is work processes, financial reporting delivery, structures underpinning delivery, as well as providing recommendations for improvement including through the use of technology.
- Research and resolve unexpected outcomes or process inefficiencies ensuring any risks identified are mitigated in line with the internal control framework
- Support the Payroll team's continuous development of payroll capability, including through upcoming technologies and trends.
- Lead External Examiners\Accreditors\Quality Assurance Reviewer Process Review and Improvement
- Support the Payroll Manager with audit queries from C&AG, Internal Audit and External Auditors
- Assist the Payroll Manager with month end and year end tasks
- Assist the Payroll Manager with changes to pay scales in line with updates to Public Sector Pay Agreements
- Support the improved communication of Payroll related matters to stakeholders through continued enhancement and update of the Payroll website
- Work closely with the Payroll Manager to ensure implementations are coordinated with the Payroll Team's operational requirements, and that appropriate training and handover support is provided to the team on new processes and systems

- Identify opportunities for automation and the use of technology to enhance service delivery in an efficient and cost effective manner
- Develop a phased plan for a continuous improvement programme to ensure an integrated financial service provision across the payroll function and within the recruit to pay cycle
- Work collaboratively with teams to implement approved change initiatives through managed cost effective transition programmes, and complete post implementation reviews to ensure successful delivery has been achieved.
- Provide active on-going programme progress update reports with performance metrics to the Finance Office leadership team.
- Engage with external vendors eg CoreHR, ensuring payroll SLA's and project implementation support are being managed effectively
- Support the Payroll team as required, including at peak operational periods
- Assist with payrolls when team members are on leave, particularly the Payroll Manager.
- Any other tasks or responsibilities that may be assigned by line management as business requirements evolve and develop.

The role may change in line with Unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

Qualifications and Experience

Essential:

- Candidates must have a primary degree or equivalent NFQ level 7 in a relevant area.
- Applicants should be payroll qualified (e.g. IPASS or equivalent) with at least 10 years' relevant post qualification experience in the areas highlighted for the role, in a group organisation with similar scale and complexity.

Desirable:

- The candidate will have experience delivering on the key elements of this role. It is desirable that the candidate will have management experience necessary to deputise effectively for senior finance leadership roles, as required.
- It is also desirable that the candidate will have sufficient experience to be able to drive forward on the change agenda across the recruit to pay function.

Experience in a public sector payroll setting, experience of both Ireland and International payrolls, as well as project management experience, would be an advantage.

In addition, the successful candidate will have the following:

- Excellent written and oral communication skills

- Self-motivation and have a proactive approach

- Ability to challenge current practices and approaches in a structured and constructive manner.

- Excellent interpersonal skills and ability to build positive relationships with other colleagues

- Ability to think strategically, with strong and creative analytical capabilities

- Excellent problem solving and decision making skills

- Ability to work flexibly, effectively and under pressure to ensure tasks are finalised to strict deadlines

- Strong attention to detail to ensure completeness, consistency and accuracy of information

- Adaptable to change and reliable in fulfilment of duties and responsibilities

- Ability and track record of implementing change that positively impacts an organisation

- Ability to build positive relationships with colleagues in the University and key external stakeholders

Mandatory Training:

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate.