



Claire Vanspall's Payroll Stories

How did you get into payroll?

I started as a payroll administrator just by chance really coming from an admin background and then progressed within the role dealing with more and more payroll queries and information and 13 years plus on, I am still involved with payroll.

What is your favourite payroll moment?

I think the fact that when people come to you with payroll queries you can help resolve any errors in pay especially as it can be so stressful seeing them relax when they realise you are there to help and put things right and have their best interest at heart to ensure accuracy and then they thank you and will never forget you in terms of future queries :)

Funniest payroll moment?

I remember being accused of buying a new pair of shoes and dress when someone was missing a payment and they genuinely believed we went round spending other employees' wages instead of paying them.

What is your favourite thing about being involved in the apprenticeship?

It's really good to gain insight into the fact that all payroll departments' responsibilities differ massively, and one job title doesn't fit all in terms of their role and knowledge. But also, to see learners grow in confidence, even the most senior learners as they have confirmation that they have the knowledge and understanding.