



Helen Hargreaves' Payroll Stories

How did you get into payroll?

When I was working at HMRC I dealt with the collection of PAYE until I assumed responsibility for the Accounts Office Playscheme where for several years, I was employer, payroll, HR and everything else rolled into one. From there I moved across to the Customer Engagement team, championing the cause of employers before taking the leap to “the light side” representing payroll professionals across the UK in government consultation forums run by HMRC, DWP, BEIS etc.

What is your favourite payroll moment?

I guess my favourite payroll moment comes from successful lobbying of government against an idea that you just know is never going to work, and you finally get the government to accept that you're right. One that comes to mind is shared parental leave, when parents can share parental leave in blocks of one week, but the original plan was that the leave could be shared in blocks of one day. Can you imagine the chaos if that had been allowed to go ahead?

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

For me, knowledge is everything. All I have ever wanted is to ensure that payroll professionals know what they need to do, how they need to do it and by when. Being involved with apprentices, payroll professionals just starting out on their career, learning key skills, knowledge and behaviour that will stand them in good stead for the whole of their career is enormously fulfilling. I love it!