



Jenn Carline's Payroll Stories

How did you get into payroll?

I was working as an office junior in a firm of accountants and one of the payroll administrators left and someone asked if I wanted to try it, 11 years later and the rest is history!

What is your favourite payroll moment?

A client rang to tell me they had acquired a new business with 250 staff, and they needed to pay them in 2 days because the sale had gone through early, and it was our busiest time of the month. A big task but that is fine I thought our system had the ability to import the figures so we should be able to manage it, except for the fact that there were no electronic records, and everything was on paper! Cue 2 very long days but we managed to enter all figures, pay all the employees on time without a single mistake and we maintained client service for everyone else.

Funniest payroll moment? I once had an employee ring me and ask for an advance on his wages, strange as payday had only been a week ago. Anyway, I explained that we could only offer advances in an emergency, which he told me this was. When I asked him to explain what the emergency was, he said that he had said he would throw a New Year's Eve party at his flat, but he had no alcohol and no money to buy any! Whilst I felt for him it is safe to say that he didn't get an advance!

What is your favourite thing about being involved in the apprenticeship? Helping payrollers to be the best that they can be, especially when you see them grow in their abilities and have the confidence to go for other roles as they have learnt so much.