



Kay North's Payroll Stories

How did you get into payroll?

I originally worked in retail management so that was my first introduction to payroll. I then went to work for a payroll software company as Payroll Tech Support- so I would support customers in all aspects of payroll, legislation, pensions etc. I then moved into a Payroll Bureau, processing payroll for some of the UK's biggest companies.

What is your favourite payroll moment?

It's hard to pick one moment. One of my favourite things about payroll for me is that every day you can be learning something new. Although there is structure to the work, no 2 days are the same. I also love how tight knit payroll teams can become, some of my best friends have been made from the payroll world.

Funniest payroll moment?

Once when I was working in Payroll Tech Support, a customer called to ask how to change an employee's tax code. Which I began to talk him through. We then got to the part where I asked him to enter the new tax code and he asked me where would he find this? I asked if he was updating it due to a P45 or HMRC notification and he seemed completely lost. I asked what had prompted him to change the employees tax code, as that's where the new tax code would be shown. He then said, 'Oh no, sorry, I just want to give my employees a tax break for a few months as they've been working so hard, so I just want to change it, so they don't have to pay any tax'. I had to confirm with him that he didn't want to pay the tax for them, he just wanted to 'stop' the tax, I explained that it isn't possible to just change someone's tax code, as lovely a gesture that may be, he would need to reward his employees another way.

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

I love seeing learner's progress. It is great to see that their learning is having a positive impact on their role and seeing their confidence growing with every piece of learning they do. It's great seeing things click and hearing about how their apprenticeship is helping them to build a strong foundation of payroll knowledge to help them progress in their career.