



Sam Jones's Payroll Stories

How did you get into payroll?

I feel that it is a popular answer to say that I fell into the industry. Upon starting college when I was younger, I found the traditional delivery of formal education wasn't for me at that time, so I decided to look for a job. As a generally numerate child, I decided finance was going to be my general direction but not sure where I would fit. I joined an agency and was put forward for a Pension Payroll Admin role at Mercer.

We are now 16 years later, and I have held a plethora of roles, having had some amazing experiences.

What is your favourite payroll moment?

I have so many favourite moments in my career that I can't point at one thing. Having a career in the industry and given me the opportunity to work for organisations big and small, in a variety of roles of specialisations. I have travelled to Asia to train a team and had a weekly commute to the Channel Islands. I have no idea what the future holds for my payroll career, but I can't wait!

Funniest payroll moment?

I was once manning a payroll helpline for an organisation and took a call from an employee. Money and payroll is often an emotive subject and the employee was profusely letting me know that a perceived mistake had deeply angered them. After ten minutes, the person was intent on reporting me to 'New Scotland Yard', for the faux pas of applying tax to their salary.

10/10 for effort but I'm not sure that's how it works!

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

The number one thing about tutoring is watching people grow in skill and confidence. Gaining recognition can make an incredible difference to someone's life. As an avid proponent of the format, I am continuing my journey through an apprenticeship in coaching/Assessing!