

Land of Payroll Opportunity

Presentation for MBKB

by

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Want a career that's fulfilling, challenging and full of opportunities? Join [Helen Hargreaves MSc ChFCIPPdip](#) Head of Payroll Policy at MBKB and [Barry Matthews](#), founder of Bureau Strategy, as he explores the exciting career opportunities working in a payroll bureau can bring. If you would like to know more register for the event now and learn about:

- How a payroll bureau differs from an in-house payroll department
- The challenges of working in a payroll bureau
- The opportunities to develop new knowledge, skills and behaviours working in a payroll bureau
- The career progressions possible after working in a payroll bureau

SCRIPT

Payroll, at the simplest level, is about making people happy and helping employees to understand their payslip. Making LOTS of people happy, in fact, like, the government for example.

As a payroller, you are kind of serving multiple 'bosses', looked at another way, you're at the centre of a mini-universe:

- The employer
- The employees
- HMRC
- DWP
- TPR
- Pension providers

While this might sound like it makes it hard work, another way to look at it is that is even more rewarding when you get everything right (which you will 99% of the time)

And when you work in a bureau, there will be another 'boss' or two to keep happy, but that just adds to the joy.

While the fundamentals of processing payroll are quite simple, no matter what role you're in, the variety behind this is astounding.

- Get info
- Enter it
- Calculate
- Check and confirm
- Finalise
- The variables
- Employees
- Pay elements

But it's a profession rich in differences and opportunities – today especially when legislation is ever increasing.

You're also working alongside a variety of other professionals and specialists. Often these people will have a very limited understanding of what you do.

- Accountancy
- Finance Directors
- Employment Taxes
- Employee benefits
- Human resources
- Pensions

Any of these might turn to you at any time for help, information, or advice and vice versa.

What are the different sectors within the wider payroll profession?

- In house
- Pure Bureau
- Accountants

And the specialisations

- Expat & Global Mobility
- Academies
- NHS
- Pension
- Umbrella

And the intricacies

- Tax
- National Insurance
- Auto enrolment
- NMW
- Holiday pay
- Maternity, paternity, adoption etc
- Sick pay
- Multiple frequencies
- Software – payroll and other
- Legislation
 - o 14 major pieces of legislation in last 10 years

Behind all this are the different ways someone can be paid which are directly affected by the above:

- Salary
- Hourly paid
- Overtime & various rates
- Commission
- Benefits
- Shares
- Salary sacrifice

In house

- One main company running one frequency
 - o Possibly thousands of employees
- One main industry with a relatively unchanging set of challenges
- Maybe a few smaller ones too
- Several pensions
- You're in a team, but you might be responsible for only part of the process
 - o For me that diminishes the sense of achievement
- Very quiet periods e. start of the month

- AND YOU'RE A COST TO THE BUSINESS

Bureau/accountancy

- YOU GENERATE INCOME AND PROFIT!

- Hundreds of clients
 - o All of them different
 - o Each with their own deadlines and idiosyncrasies
 - o Different pensions and pay scales
 - o Different working and shift patterns, all with implications for NMW
 - o Different contacts to deal with
- Thousands of employees
- Every frequency
- Most pensions
- Internal bosses
- Running your own portfolio – your own mini-bureau
- Take pride in managing your own clients
- Keeping them compliant and, where possible, happy
- Never a quiet period
 - o If it's the beginning of the month it might be time to work on client management
 - Visiting them
 - Helping them to help you (eg completing spreadsheets)
 - o Or new client development
 - looking at ways to win new clients
 - producing quotations
 - negotiating

The differences

- Client service
- Responsible for revenue generation

The rewards

- That nice feeling from completing a job (every week, every fortnight, every month etc.)
- And from making sure that people can pay their mortgages, feed their families.

The challenges

- Feeling undervalued
- Unthanked
- Clients who don't understand or appreciate your service

Attributes & skills you'll need

- Excel
- Organised
- Deadline-driven
- Customer focussed
- Confidence
- Computer literacy
- Numeracy – not really!

So:

- If you've considered a career in the police, there are elements of that
- passionate about our public services, you'll be doing a great deal to help collect taxes
- if you like the idea of caring for people and looking after their well-being, there's definitely lots of that
- if you like the idea of protecting a business, ensuring that they comply with all the legislation, there's that too
- if you imagine a future in customer service – you'll get lots of that experience, especially in a bureau setting
- if quiet successes appeal to you, you're fine in payroll – but feel free to shout about the work you do
- if you're a fan of detail, of getting things 'just right' you'll find a warm welcome in payroll
- if you like to see a task through to completion – there's loads of that
- Being organised - WOW, this is a big one!
- If you like the idea of being in an ever-evolving world – this is this place for you. Legislation changes every year, sometimes by a significant amount
- If you're a control-freak get your CV filled out right away

THE BEST THING – YOU'LL BE PART OF A SUPPORTIVE COMMUNITY OF PEOPLE WHO ARE, BY THEIR VERY NATURE, JUST LOVELY

AND AFTER ALL THAT, IF YOU FOUND YOU WEREN'T CUT OUT FOR PAYROLL, you'd be armed with skills and knowledge which would transfer in thousands of other roles.

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