

HOW CAN THIS CV BE IMPROVED?

Kiran Patel

22 Melbourne Rd, Coventry CV23 4RJ

A very experienced Manager with a wealth of technical knowledge covering finance, payroll, pensions, employment law, data management and information systems. Recognised for achieving high standards, even under pressure, for a consistent and considered approach and for having a “can do” attitude. An organiser, who can truly manage complexity, who is strong on outcomes, and who believes in working with, and through others.

Key Capabilities & Achievements:

- Commercially astute with 18+ years financial management experience across a number of business sectors, and with the ability to work to strict deadlines.
- Leadership of teams from 1-24 staff, incl. supervisors and team leaders. Always planning actions in order to accomplish goals allocating resources and following up on details.
- Used to managing very confidential information for up to 12,000 staff with the necessary attention to detail and accuracy, and to the appropriate corporate governance standards.
- A record of building effective financial monitoring systems, always seeking opportunities to streamline working practices to maximise efficiency gains, and to add value.
- Quickly establishes trust, credibility, and builds strong relationships with people at all levels.
- A good communicator who has developed, run and presented several roadshows to introduce new approaches, selling the benefits and increasing staff buy in. Most recently cycle to work scheme, pensions, and childcare vouchers.
- Solid computer skills, with excellent working knowledge of many systems incl. Microsoft Applications (Excel, Word and Powerpoint), SAP, Sage, REBUS (Unipay), Flexipay, Mitrefinch, Open People, ESR Connect, NHS Pensions Online and Axis.
- Calm under pressure and an instinctive problem solver who Identifies concerns and causes of problems and finds links between information from various sources.

Employment Detail

Smith and Co. Stafford

Payroll and Benefits Manager | February 2013 – April 2017

Independently overseeing a busy finance team and a complex payroll budget of £35 million pa.

Main Responsibilities:

- Payment of employees on time and accurately, in accordance with all local terms and conditions, local policies, procedures and statutory legislation.
- Pension and benefit administration, ensuring the ongoing management of pension auto-enrolment processes and procedures.
- Compliance with RTI duties and responsibilities such as submissions of FPS and EPS.
- Initiation and implementation of cost saving projects via benchmarking exercises, offering ideas and advice to Directors. (Integration of HR/Payroll systems to ensure consistency, eliminate dual entry and implementation of online payslips).
- Leadership of payroll projects e.g. implementation and review of flexible benefits systems/salary sacrifice schemes (Childcare Vouchers/Cycle to Work).
- Internal reporting requirements e.g. preparation and reconciliation of monthly general ledger journals, payment summaries and inter-company reports. (Report examples incl. headcount, overtime, online payslip reporting, bike salary sacrifice, comparison reporting between teams).
- Providing financial information as necessary for audit compliance- working with internal/external auditors- KPMG/PWC.
- Direct management of two payroll assistants – one staff member in the Armitage office and the other in Hull. Appraisals, training, mentoring and recruitment of new team members..
- System upgrades, installing patches for technical faults and upgrades to reflect budget updates.
- Third party and employee queries. Resolving personal pay queries in a professional manner, always maintaining confidentiality under the data protection rules.

Should include LinkedIn profile and email address
Layout very wordy and not reader friendly.

What type of Manager? How you describe yourself is critical to gain the hirer's attention.

This is too wordy and just an opinion, needs to be backed up by facts. Not a very compelling profile statement.

This is a very wordy list of tasks with no tangible evidence of achievements or benefits to the employer. Too many subjective statements of personality and style which most hirer's will disregard as just the writers opinion as there are no facts to support this.

Good to give context to size of payroll but “busy” is a vague descriptor.

Again, just tasks with no achievements.

HOW CAN THIS CV BE IMPROVED? (CONTINUED)

Central Leeds University Hospitals NHS Deputy Payroll Manager - July 2007 – Feb. 2012

Responsible for the management of the payroll, expenses, and pensions teams (24 staff).

Inconsistent descriptor - gives staff numbers but not size of payroll.

University Hospitals Bradford Payroll Team Leader - March 2006 – April 2007

Responsible for 15 payroll assistants/officers to ensure prompt, accurate payment of all appropriate entitlements, and ensuring that a high quality and professional service is provided always.

Using present tense, inconsistent with roles above and inappropriate for previous role.

Star Business Solutions – Manchester Payroll/HR Consultant - Sept. 2005 – March 2006

Delivered high quality consultancy and training services to our new and existing client base. Moving customers onto an integrated HR/Payroll System.

Northwest HR - Consultancy, Chester Payroll/HR Consultant - March 2004 – Sept. 2005

Responsible for providing professional implementation and consultancy service to MidlandHR customers.

Bedfordshire Police Authority Assistance Payroll Manager - July 2002 – March 2004

Responsible for managing a team of 6 payroll/pension administrators to ensure prompt accurate payment of all appropriate entitlements, for a total of approx. 8000 employees and pensioners.

Bedfordshire County Council Payroll Clerk - September 1999 – July 2002

Responsible for the allocation of Payroll for monthly and 4 weekly processing.

Training & Education

CIPP National Forum, CIPP Certificate, July 2016

SAGE Ireland Training, SAGE Ireland Certificate, October 2015

Hot Topics, CIPP Certificate, July 2014

Micropay Professional, SAGE Ireland Certificate, May 2014

NHS Pension Scheme Administration, Fairway Training Certificate, October 2012

Excelling as a Manager, NHS Certificate, June 2011

First Aid at Work, St John Ambulance Certificate, June 2010

The Chartered Institute of Payroll Professionals, University of Worcester:

IPP Diploma in Payroll Management | 2005

BTEC Professional Diploma in Payroll Management | 2005

Stafford College: RSA Clait Stage | 2000

Blessed William Howard Catholic High School, Stafford:

GCSEs: 7x A-C grade, including Mathematics, English Literature, English Language | 1999

These key professional qualifications are buried and should have been highlighted in the profile statement at top of CV

References and Testimonial

John Heart, Payroll and Pensions Manager - Bedfordshire Police Authority.

j.heart@bedfordshire.pnn.police.uk 01785 247614

Susan Johnson, HR Director - Star Business Solutions.

sjohnson@starbs.com 07040 834605

'I found Kiran to be highly accurate, diligent, driven and a great member of my direct report group.... Kiran managed a payroll team of 3 people including herself split over 2 sites. She demonstrated real leadership with her dual sited team managing differing ages and experience levels successfully. The payroll function was always highly accurate and was a well-respected wider part of the HR function. I would have no hesitation in recommending Kiran for a similar role.'

Susan Johnson, HR Director - Star Business Solutions.

Testimonials are inappropriate to a CV and these are inconsistent as one is just contact details of a referee which a reader of this CV would not contact at this stage. The other should be on LinkedIn profile and if LinkedIn URL is included in contact details hirer can check this out.

WHAT MAKES THIS A GOOD CV

Kiran Patel

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Tel 07695 778943

Professional Qualifications

The Chartered Institute of Payroll Professionals, University of Worcester:
IPP Diploma in Payroll Management | 2005
BTEC Professional Diploma in Payroll Management | 2005

A highly credible, professionally qualified Payroll and Benefits Leader with a wealth of technical knowledge covering finance, payroll, pensions, employment law, data management and information systems across multiple business sectors. Delivered exceptional business results in complex, high risk and deadline driven environments by demonstrating high attention to detail, resilience under pressure and excellent people management skills. A record of building effective financial monitoring systems whilst identifying opportunities to streamline working practices to maximise efficiency and accuracy, minimise risk and add commercial value. Can provide evidence of delivering tangible commercial benefits using strong systems and project management capabilities.

Smith and Co. Stafford, Stafford

Payroll and Benefits Manager

February 2013 – April 2017

Complete accountability, as part of senior team, for 18 staff and a complex payroll budget of £35 million pa for 650 employees in a global sanitary ware manufacturer

Achievements

- Streamlined all processes to ensure timely and accurate employee payments resulting in reduction in payroll error rate from 25.7% to less than 0.5% saving significant time and cost
- Led review of major payroll and benefits project and gained board approval
- Devised and presented roadshows to introduce new cycle to work scheme, pensions, and childcare vouchers approaches, communicating effectively to sell benefits, increasing staff buy in by over 50%.
- Established efficient pension and benefit administration process reducing risk, minimising errors and upskilling team members.
- 100% compliance with RTI duties and responsibilities such as submissions of FPS and EPS.
- Initiation and implementation of cost saving projects via benchmarking exercises, offering ideas and advice to Directors. (Integration of HR/Payroll systems to ensure consistency, eliminate dual entry and implementation of online payslips). Saving over £1.2m
- Created dashboard for internal reporting requirements including. preparation and reconciliation of monthly general ledger journals, payment summaries and inter-company reports and presented to board. Resulted in speedier decision making and more effective line management accountability.
- Worked closely with internal/external auditors- KPMG/PWC. Providing financial information as necessary for audit compliance ensuring timeliness and accuracy to minimise external costs.
- Multi-site direct staff management, appraisals, training, mentoring and recruitment. In top 3 for company staff retention. Succession plan in place.
- Proactive in identifying technical faults and installing system upgrades to reflect commercial needs and legislation changes ensuring minimised risk.

This has all the information the hirer needs to contact the candidate and also to find out more via their LinkedIn profile. Make sure LinkedIn profile is consistent and has lots of testimonials on there.

These are key qualifications which are highly relevant to the type of role sought. They immediately tell the reader that this is someone who is likely to have the right experience.

This profile statement encapsulates the type of experience and results the candidate can deliver. Highlighting it this way leads the readers eye to what the candidate considers to be their main selling points which should always reflect the role on offer and, if possible, use phrases from the role advertised.

This provides context to help the reader better understand the candidate experience and whether this is relevant to the role on offer.

These are the most relevant achievements that you want the reader to focus on as they are from your most recent role. Each statement clearly shows a quantifiable achievement and follows the "so what" best practice CV principles. They are all clearly laid out with extra spacing making them easy to read.

This is the "so what".

This is the "so what".

Adding 100% to this statement makes it much more powerful.

Quantifiable benefit – the so what.

A tangible outcome – the "so what".

This is the "so what".

This is the "so what".

This is the "so what".

WHAT MAKES THIS A GOOD CV (CONTINUED)

Central Leeds University Hospitals NHS Deputy Payroll Manager

July 2007 – Feb. 2012

8,500 employees. £347m payroll budget. Responsible for the management and performance of team of 24 - payroll, expenses, and pensions teams

Achievements

- Played leading role in project team to introduce new benefits scheme. Evaluated suppliers and made recommendations which were accepted by board. Increased benefits take up by 32%
- Implemented new online payroll system with no loss of productivity and 92% satisfaction rating from employees

University Hospitals Bradford Payroll Team Leader

March 2006 – April 2007

12,000 employees £763m payroll budget

Responsible for the management and performance of team of 15 payroll assistants and officers

- Led integration of payroll systems and process from 6 NHS trusts. Delivered project on time and on budget

Early Career

Star Business Solutions – Manchester Payroll/HR Consultant - Sept. 2005 – March 2006

Provider of payroll systems

Delivered high quality consultancy and training services to our new and existing client base. Moving customers onto an integrated HR/Payroll System. 100% achievement of business targets

Northwest HR - Consultancy, Chester Payroll/HR Consultant - March 2004 – Sept. 2005

Responsible for providing professional implementation and consultancy service to MidlandHR customers. 100% achievement of business targets

Bedfordshire Police Authority Assistance Payroll Manager - July 2002 – March 2004

8000 employees and pensioners £390m budget

Responsible for managing a team of 6 payroll/pension administrators to ensure prompt accurate payment of all appropriate entitlements,

Bedfordshire County Council Payroll Clerk - September 1999 – July 2002

Responsible for the allocation of Payroll for monthly and 4 weekly processing.

Additional Professional Development

CIPP National Forum, CIPP Certificate, July 2016

SAGE Ireland Training, SAGE Ireland Certificate, October 2015

Hot Topics, CIPP Certificate, July 2014

Micropay Professional, SAGE Ireland Certificate, May 2014

NHS Pension Scheme Administration, Fairway Training Certificate, October 2012

Excelling as a Manager, NHS Certificate, June 2011

First Aid at Work, St John Ambulance Certificate, June 2010

Stafford College: RSA Clait Stage | 2000

Systems Expertise

SAP, Sage, REBUS (Unipay), Flexipay, Mitrefinch, Open People, ESR Connect , NHS Pensions Online and Axis.

Context written in a consistent format. No need to describe what employer does when it is as obvious as this

This role needed some achievements as the candidate was there almost 4 years and previous CV showed nothing. Both bullet points show "so whats"

Amount of achievements shown can reduce for roles held further back in your career. Just focus on the most relevant.

Any roles that go back more than ten years can just be listed, what you did ten years ago is of far less interest to the reader
Try to note an achievement in each if possible but not essential.

This shows that you have continued to learn beyond your main qualifications or training period and is always important to list. If you have more than ten years experience it's not necessary to list secondary school qualifications such as A levels.

Be careful not to list systems which are now obsolete or rarely used unless this is actually relevant. Showing very old or obsolete systems may lead to age discrimination.