

About Payroll Shared Services

Payroll Shared Services (Payroll SS) provides high quality services in the administration and processing of payroll for multiple ministries, departments and agencies (MDAs). Services are delivered in the MyHR+ Shared Service Centre. The implementation of Payroll SS forms part of the introduction of shared corporate services in the public sector to improve the way government operates.

Payroll SS is designed around the following features:

- ◆ Multiple access points for customers
- ◆ Sound technology
- ◆ Focus on customer service
- ◆ Service delivery is measurable

Services Offered:

- ◆ Verification and processing of employee claims, allowances and deductions
- ◆ Processing of payroll cycles
- ◆ Generation of payroll reports
- ◆ Preparation of payroll forecasts
- ◆ Preparation of SO1 /SO2 returns
- ◆ Resolution of payroll queries



Access

Customers can access Payroll SS through the following ways:

- ◆ **MyHR+ Employee and Manager Self Service** - employees can initiate service requests e.g., claims/allowances and managers approve
- ◆ **Help Desk** - first point of contact for payroll related employee queries, and the services provided by the Payroll SS
- ◆ **Visit** - www.scs.gov.jm/hrss/payroll
- ◆ **Call** - 876-676-4800



Benefits

Payroll Shared Services will improve the delivery of payroll services in the public sector. The benefits to be realised are:

EMPLOYEES

- Consistency in application of policies
- Consistency in service delivery

MANAGERS

- Consistency in application of policy and service delivery
- Empowered to manage teams more effectively

FINANCE PERSONNEL

- Service and performance oriented operational support
- Allows for Finance and HR functions to become more strategic and less administrative in focus
- Performance related information at your fingertips
- Standardised processes based on industry leading practices



For more information:

🌐 www.scs.gov.jm/hrss/payroll

📍 6 Saxthorpe Ave, Kingston 8

☎ 876-676-4800

The introduction of Shared Corporate Services in the public sector is a project of the Transformation Implementation Unit.