

If I paid the world



Just being there to hear some of the Queen's stories would be really interesting

Village voice

Jamie Flarry, payroll manager at Payroll Village, talks about the variety of working in payroll, some outrageous expense claims he has seen, as well as paying lords, and maybe one day the Queen

Tell us about your company.

Payroll Village offers fully managed payroll, umbrella, PAYE and CIS for temporary and permanent staff. We provide payroll as well as employee benefits.

Describe yourself in five words.

Problem-solver, direct, disciplined, loyal, fun.

What's been your best career moment?

There are two that stand out: achieving my MCIPP by getting recommended for the accreditation, and joining Payroll Village. There is always lots we can do, and taking the helm has been a real challenge.

Most embarrassing moment at work?

It all started with a Christmas party. A few of us from the office had gone for a drink before joining everyone else for dinner. We arrived a little late, only to be told that our friends weren't inside so they couldn't let us in. After saying to the manager that we definitely had a reservation and the discussion getting a little heated, we called our boss. Two minutes later we were apologising to the manager and going next door for the party! I was left with a red face, but something to really laugh at later. We went back and had a great time at the other restaurant on another occasion to make it up to the manager!

The best thing about working in payroll?

No two days are ever the same. There is always something going on. It keeps everyone on their toes, and means I always have something to share with people.

What would you change about the industry?

I would make sure the information that is submitted is seamless, with as few people as possible in between the submission and payment. I would cut down on the errors and make everything more efficient. The technology companies have available now makes this a real possibility. Businesses can save money yet take on more.

Who would you like on your payroll?

I already have had some lords and ladies

on my payroll. My next choice would be the Queen. I think that she leads one of the most interesting lives of anybody in the country, and just being there to hear some of her stories would be really interesting.

Do you prefer to work for HR or finance?

A mixture of both, really. HR is great because it is more about the payroll of a business with the levels and benefits, while finance is about reconciliation. Each is equally interesting – it depends on the day. I am better at the HR side, but really find the financials satisfying when it all adds up.

What will payroll be like in 50 years' time?

Payroll is really going to change over 50 years. Technology is going to play a big part, along with a more streamlined tax and NI deduction system. Although I'll be retired, it will be great to compare.

What do you think of HMRC?

I think they are pretty under-rated for the job that they achieve. Co-ordinating the tax system for this country is a mammoth task. It might help them to be more employer-friendly with queries. Customer service is key for everyone.

Who or what makes you laugh?

Definitely a 'what' on this one. I get a lot of funny claims for expenses with Umbrella. One person claimed for a £150 handbag – that one left me rolling on the floor.

What's your biggest work challenge?

Managers and employees who don't always appreciate the deadlines in payroll. The challenge comes in explaining that, and making sure they understand – hopefully without too much use of Powerpoint!

What's your most-used phrase?

"I'll look at in a minute" – always the phrase used when I am interrupted in the middle of a payroll.

Tell us a little about your team.

My team is really good. We are hard-working, and chase down all the details to make sure we give our customers the best possible service each and every day.

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