



Stewardship payroll administration: Frequently asked questions

We would like to outsource our payroll to Stewardship. How do we know if we are eligible?

If you are a registered Christian charity or church we can help. If you are unsure about your eligibility, please contact our team to confirm whether we can support you with your payroll.

What's in the service guide? Do I need to read it?

The service guide is very important. It details the terms and conditions of the Stewardship payroll administration service, including key processing dates, contact information, details of our fees, and other useful information. Please ensure that you read it and get back to us with any questions or comments you may have.

What is a payroll contact?

When you set up your payroll with Stewardship, you will be required to nominate payroll contacts from your organisation. In order to maintain the security and confidentiality of your payroll with Stewardship, we will only liaise with your pre-approved payroll contacts.

Who should the payroll contact be?

The payroll contact should be someone who has full authority to act on behalf of your church or charity with regards to payroll issues. You must ensure that they can be easily contacted by Stewardship.

Do we need more than one payroll contact?

Please provide Stewardship with at least two payroll contacts. In the event that the primary contact is on leave, falls sick, or is unavailable for any length of time, Stewardship will require a secondary contact that has the authority to make any necessary decisions.

Does Stewardship provide a pension scheme?

No, Stewardship does not provide a pension scheme. However, we can reflect the deductions from the payroll and keep track of employer and employee contributions. The client is responsible for making the actual payments over to the pension provider directly from your bank account.

How does the Stewardship payroll service work each month?

1. Each month we have a payroll deadline date (full list of dates provided in our service guide). We will require details of new employees, leavers or any changes you wish to make to the payroll by this date. Changes made after this date can be made, but may incur an additional fee for re-processing the payroll.
2. Around the middle of each month, you will receive by post, a Direct Debit (DD) letter along with a payroll report showing all calculations for the month. The DD letter will indicate the total amount we will debit from your account and the report will show a breakdown of your employees' payroll. You are also able to view a copy of all payslips online. *It is advisable to look over these reports and let us know if there should be any changes made.* You will have seven (7) days before the actual DD goes through the bank. Collections days are also provided in the service guide.
3. Once the DD has been collected from you, there will be a further seven (7) days until your employee is paid. This will give time for the DD collection to be cleared by the bank and time to make any necessary changes.

What are the client's responsibilities each month?

The basic responsibilities of the client are: to provide Stewardship with clear instructions about the payroll on a monthly basis by the deadline date; to make sure there is sufficient funds in the client account each month; and to advise us of any changes to the payroll contacts. The client is also responsible for communicating any payroll issues to their employees. A detailed list of client responsibilities is available in our service guide.

When do employees get paid?

All employees will receive pay directly into their account on the last working day of each month.

Can my employees be paid on a different day?

At present, Stewardship's payroll service only pays all employees on the last working day of the month.

How do I add a new employee?

Please advise us of any new employees as soon as you know about them. We will provide you with a link to an Excel spreadsheet that should be completed and emailed back to us. This will request all the details we will need. A current P45 from the new employee's previous employer should also be sent to Stewardship. If your new employee does not have a P45, or the one they hold is from a previous tax year, then a P46 form should be completed.

How do I tell you about an employee who is leaving?

Please advise us of leavers in writing via email. You will need to inform us of their last working day and if holiday pay, redundancy, or other payments are due. Please also ensure that we hold their correct postal address in order for us to forward on their P45.

What if we already have employees who are being paid by us?

If you are already running a payroll that you would like Stewardship to take over, we will require copies of your employees P11, their last pay slips and any pension details.

What if my employees only get paid on an hourly basis? What if they don't get paid every month?

Employees can be paid with a constant monthly salary, or on an hourly rate. Each month you can send in a schedule detailing the employee name, their hourly rate and how many hours they should be paid for. If they are not due any pay for any month, please let us know on the same schedule and we will suspend them for that month. If you need help in setting up a schedule, please let us know.

Does Stewardship send out payslips?

Stewardship now operates an online payslip system. All payslips are uploaded onto a secure web site. The employer will have access to the site and will be able to view all payslips at the same time as they receive their DD letter. Each employee will be able to view their own payslip, one week before pay day, and can also view payslips from previous months.

What happens about Tax and National Insurance?

As your payroll agents, Stewardship will pay over any tax and NI due to the HMRC on either a monthly or quarterly basis. We will also submit the year end returns and deal with any queries from HMRC on your behalf.

For further enquiries, please contact the Stewardship payroll administration team on 020 8418 8181 or email payroll@stewardship.org.uk.