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# Every Payroll by IRIS – Service Definition

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www.iris.co.uk

IRIS Education

## Every Payroll by IRIS is a cloud-based payroll and pensions software system designed specifically for schools and multi-academy trusts. The platform enables education organisations to process payroll accurately and on time, manage complex pension schemes, and maintain HMRC compliance from a single system.

The solution addresses the specific operational requirements of education payroll, including Teachers' Pension Scheme (TPS) and Local Government Pension Scheme (LGPS) reporting, multiple employment contracts, backdated pay calculations, and term-time working patterns. Development priorities are informed by legislative changes and direct customer feedback.

Every Payroll reduces administrative burden by automating complex payroll calculations and statutory submissions. Real-time processing provides immediate visibility of payroll costs, while automated pension tier calculations and contribution reporting eliminate manual effort and reduce errors.

The system maintains regulatory compliance through continuous updates reflecting HMRC requirements and pension scheme changes. Integration with Every HR by IRIS eliminates duplicate data entry, while connectivity to finance systems streamlines journal processing and budget reconciliation.

# Solution Functionality

### Payroll Processing

Every Payroll provides comprehensive payroll processing with real-time calculations that update as data is entered. The system downloads and processes HMRC Data Provisioning Service (DPS) notices including P6, P6B, P9, SL1, and SL2 automatically prior to each pay period. Employee records maintain personal information, employment details, and payment history with full audit trails of all changes.

The New Starter Wizard guides users through adding employees, capturing declarations and P45 information while ensuring all required data is collected. Leavers are processed with automatic P45 generation and final pay calculations including any outstanding payments or deductions.

Variable data entry supports hours, salaries, additional payments, and deductions through direct entry, import templates, pre-built connectors, or API integration. The system validates sort codes, calculates pro-rata payments automatically for starters, leavers, and mid-period contract changes, and processes backdated pay awards across the workforce.
For multi-academy trusts, the system supports unlimited PAYE references and unlimited employees. Bulk changes can be applied as fixed permanent adjustments or temporary

variations, with payslip messages communicating important information to staff. Pay element overrides allow exceptions to standard calculations where required.

### Education-Specific Features

Every Payroll includes functionality designed specifically for education sector requirements. Multiple roles support employees with several employment contracts, each with independent pension arrangements and working patterns. Pay spines manage teachers' and support staff pay scales with grades and points, enabling automatic increment progression.

Strike day calculations accommodate different methods used across schools and trusts. Backdated pay calculations handle retrospective pay awards with automatic recalculation of affected periods. April split functionality for MCR manages the tax year boundary correctly when pay periods span financial years.

For the Teachers' Pension Scheme, the system handles notional pay calculations per role, manages normal service lines for full-time, part-time regular, part-time irregular, and occasional staff, and generates Monthly Contributions Reconciliation (MCR) reports. Staff moving to less than 50% Occupational Sick Pay are automatically flagged for non-pensionable service.

For the Local Government Pension Scheme, automatic tier calculations determine contribution rates based on pensionable pay, with the option to fix tiers where required. APP calculations process per role, service breaks are added automatically, and deficit contributions are managed at employer level. The system generates iConnect and UPM reports with customisable output options to match individual pension fund requirements.

### Statutory Payments and Deductions

The system calculates statutory payments including Statutory Maternity Pay, Statutory Paternity Pay, Statutory Adoption Pay, Statutory Parental Bereavement Pay, Shared Parental Pay, and Statutory Neo-Natal Care Pay. The Leave Wizard captures relevant dates and documentation, then calculates entitlements based on current legislation and average weekly earnings.

Statutory Sick Pay calculations consider employee shift patterns and waiting days (no waiting days from April 2026), with automatic SSP1 generation when employees are not entitled. Occupational sick pay schemes can be configured with qualifying periods and entitlement rules, calculating payments and deductions as required.

Student loan deductions process across all plan types based on HMRC notices. Postgraduate loan deductions apply separately. Attachment of earnings orders are managed with appropriate priority rules and protected earnings calculations.

### Pension Administration

Auto-enrolment assessment runs automatically, determining eligibility and generating required communications. The system supports salary sacrifice, net pay arrangement, and relief at source pension schemes. Cyclical re-enrolment processing ensures ongoing compliance with postponement options for new starters or eligible jobholders.

Direct connectivity is available to major pension providers. API integration supports NEST, The People's Pension, and Smart Pensions for both adviser and employer platforms. File-based submissions cover NOW Pensions, Scottish Widows, Aviva, Aegon, Standard Life, Friends Life, Legal & General, NHF Pensions, Royal London, The Pensions Trust, Zurich, APTIS, and Prudential AVC.

For education pension schemes, LGPS reporting generates iConnect and Civica UPM files with customisable options matching local pension fund requirements. Teachers' Pension MCR files are produced monthly. The system tracks service lines, calculates backdated contributions including tier corrections, and manages the complexity of employees with multiple pension memberships.

## Payments and Banking

Payment processing supports BACS, Faster Payments Service, and split payments where employees receive funds to multiple accounts. Third-party payments to pension providers, unions, and other deduction recipients are processed alongside employee payments.

Bank file formats cover all major UK banks including Standard BACS-18, Barclays BACS and SIF/Pegasus, Santander Connect, HSBC BACS and Faster Payments, NatWest Bankline and Bulk Bankline, Lloyds Bank Multiple Standard CSV and v1.1 CSV, Co-Op Bank Bulk BACS and Faster Payments, Bank of America BACS, and Danske Bank UK Local Payments. Telleroo connectivity is available via file or connector, and Revolut payment files are supported.

## Real-Time Information and HMRC Reporting

Full Payment Submission (FPS) and Employer Payment Summary (EPS) submissions to HMRC are managed within the system. The RTI submission process validates data, identifies errors, and provides clear feedback before transmission. Earlier Year Updates handle corrections to prior tax years when required.

Year-end processing generates P60s for all employees and P11D submissions for benefits and expenses. The system maintains P11 records summarising pay and deductions, with detailed breakdowns available. P45s are produced automatically when employees leave.

## Reporting

Over 40 standard reports address common payroll requirements. Reports can be bundled into packs and distributed via the portal or password-protected email. Many reports support period comparison, allowing users to identify changes and anomalies between pay runs.

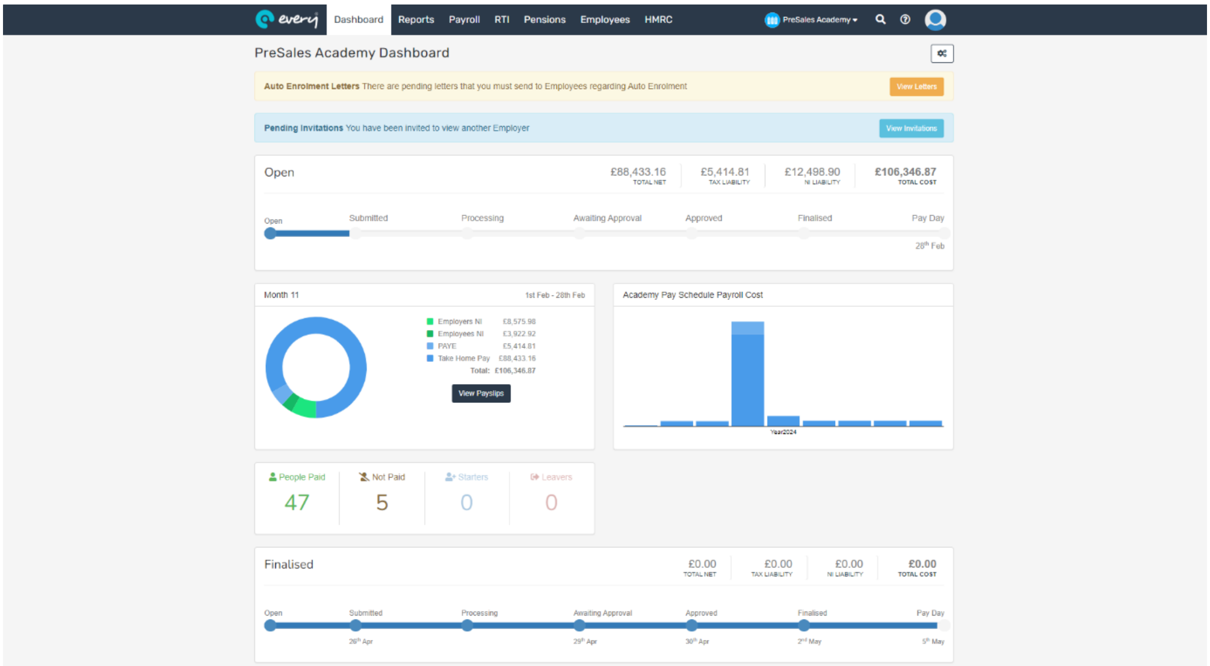
Core reports include P11 and P11 Detailed summaries, P11D benefits and expenses, and P60 year-end statements. Payroll analysis, gross to net breakdowns, and cost code analysis support reconciliation. Pension contribution analysis covers both workplace and education schemes.

Starters and leavers reports track workforce changes, while bank detail change reports flag amendments requiring verification.



Net variance reporting identifies unusual changes in employee pay, supporting pre-submission checking. Negative net and zero net reports highlight employees with insufficient earnings. Year-to-date totals and change audit reports provide cumulative views and amendment history.

Reports export to PDF and CSV formats for further analysis or integration with other systems.



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# Real-World Service Operation

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# Implementation Process



Successful implementation requires the school or trust to appoint a payroll lead who can participate in training, gather required information, and coordinate with stakeholders. This individual should understand current payroll processes and be able to make decisions about system configuration. During implementation, they will complete data preparation, attend training sessions, and conduct parallel pay runs before go-live.

The implementation follows a structured approach with defined roles. An Implementation Consultant provides training and system setup support during scheduled sessions and addresses configuration queries. A Project Coordinator manages scheduling, provides import templates and prerequisite documents, and serves as the primary contact throughout implementation. Every Payroll Support handles system error tickets raised through the Service Desk, while implementation-related setup queries go to the Implementation Consultant or Project Coordinator.

**Setup Session:** The consultant creates your employer record and completes organisation-specific configuration including HMRC details, bank account information, default pay options, auto-enrolment settings, RTI configuration, and leave policies. Pension schemes are created with contribution rules, provider details, and worker group settings. You will need to provide company information, HMRC references including PAYE reference and Accounts Office Reference, bank account and BACS requirements, auto-enrolment dates and deferral preferences, Government Gateway credentials, principal contact details, holiday entitlement rules, pension scheme details, user account information, and department and cost centre structures.

**Data Import Session:** Your employee data is imported from spreadsheets prepared using provided templates. The consultant checks formatting, imports data, performs spot checks to verify correct field mapping, and confirms completion. You must provide employee data including year-to-date values as at the parallel run period. For example, if paralleling August payroll, provide YTD data through June but not including August.

**Training Sessions:** Training covers employee management, payroll processing, and system configuration across two sessions tailored to your complexity. Content includes adding and navigating employees, completing employment and role details, processing leavers, recording leave and statutory payments, entering variable payments and deductions, running payroll, and generating reports. Training follows a train-the-trainer approach, equipping your payroll lead to support colleagues and train new starters.

The first live pay run includes consultant support with a check-in call before and during processing. This provides opportunity to discuss specific requirements and address questions as they arise.

## Ongoing Support

Once implementation completes, dedicated support is available Monday to Friday during UK business hours. Support is accessible via the Service Desk ticketing system, with telephone support available for urgent issues. The support team can access your system remotely with permission to diagnose and resolve issues.

The Every Payroll Help Centre (https://help-iris.co.uk/payroll/every/home-every.htm)provides detailed guides with search functionality, video tutorials, and step-by-step instructions. Regular webinars cover system features, legislative updates, and processing guidance.

Complex issues are escalated through a ticketing system providing real-time progress updates and document attachment capability. After resolution, you can provide satisfaction ratings and feedback to support continuous service improvement.

## Service Levels and Performance

Every Payroll operates as a cloud-based platform hosted in UK-based ISO 27001-certified data centres. The platform maintains high availability through load-balanced web servers with separate database tiers, ensuring consistent response times during peak processing periods.

Scheduled maintenance for planned updates occurs every two to three months for minor updates and four to six months for major updates, with 48 hours minimum notice provided. Release notes are published online with links to updated training materials.

## Data Security and Information Assurance

Every Payroll adheres to the UK Data Protection Act and GDPR regulations. The platform is designed with privacy principles embedded throughout, and all staff complete mandatory GDPR training. Supporting accreditations include HMRC Approved Payroll Software, ISO 27001, ISO 9001, and Cyber Essentials.

The system uses Microsoft Azure cloud infrastructure for data storage, with protection under ISO 27001, ISO 27018, SOC 1, SOC 2, SOC 3, FedRAMP, HITRUST, MTCS, IRAP, and ENS standards. Security measures include TLS 1.2+ encryption for all data in transit, encryption of data at rest, role-based access controls, and Kaspersky malware protection with central monitoring.

Development and production environments are separated with documented and automated deployment pipelines. Access to infrastructure is restricted through IP restriction lists, and desktop payroll developers do not have access to production environments unless specifically authorised for product support purposes.

IRIS Software Group maintains comprehensive Information Security Management policies covering incident handling, information backup, system access, virus controls, password authentication, communication, and encryption. These policies are communicated to all employees via the company compliance portal and intranet.

Penetration tests are conducted at least annually, and the codebase is scanned weekly by automated vulnerability tools. Any issues identified are remediated immediately before release.

All personal data is held within payroll software databases and on electronic documents on secured network drives in the UK, accessible only by authorised personnel. On occasion, IRIS Support employees in India may assist with individual support queries, with customer-granted access automatically removed after 30 days. All relevant security requirements are addressed, and annual risk assessments ensure client data protection.

## Business Continuity and Disaster Recovery

Every Payroll maintains a robust Business Continuity Plan tested yearly to ISO compliance standards. All processing server backups fall under Group IT Director oversight. Systems and data operate in secure Azure cloud environments ensuring continuity.

In the event of catastrophic disaster at the primary site, infrastructure continues from the secondary site with latest data backups applied and externally facing IP addresses repointed. This process may take up to 48 hours from a completely cold start, with no changes required from customers.

Full Disaster Recovery tests occur quarterly. Any issues are remediated immediately and retested the following day. Testing validates server restoration, external client connectivity, share access, and user profile data.

Physical security controls include restricted building access via key fob or keypad, with only authorised employees accessing payroll processing areas. A failover line protects against connectivity loss from environmental damage, and the capability exists to move operations remote or transfer to a satellite office at short notice.

## Data Retention and Exit Strategy

The Every Payroll platform retains payroll data indefinitely or until removed by an admin user. Upon contract termination, data is deleted in accordance with terms and conditions, with appropriate notifications provided prior to deletion.

As Data Controller, clients retain responsibility for responding to Data Subject Rights requests. Clients requiring assistance can email the Every Payroll inbox and receive a response within two working days. Where requests are comprehensive or require additional time, realistic timescales are communicated.

## Service Constraints

Every Payroll is a configurable system rather than a customisable one. Extensive configuration options exist within defined parameters, but source code modification and bespoke development are not supported. Feature requests are considered for the product roadmap.

Report writing and bespoke reporting are not available within the system. Standard reports cover common requirements, with CSV export enabling further analysis in spreadsheet applications. Some education-specific features are on the development roadmap for 2026, including Teachers' Occupational Sick Pay calculations, backpay on overtime and absence, Green Book adjustments for term-time leavers, and additional MCR reporting options.

Multiple pay dates for a single employee, MDC reporting, completion of LGPS PDF/DOC forms, LGPS reasons for leaving fields, best of three years final pay calculations, and amalgamation of MCR/LGPS reports across multiple pay schedules or payrolls are not currently supported.

## Scalability and Growth Support

New schools can be added to multi-academy trusts at any point during the contract term. Configuration can mirror existing schools or be customised for specific requirements. Support is provided for setup and data migration.

When schools leave trusts, access is revoked on an agreed date. Data export is provided for departing schools to support transition to alternative arrangements.

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# Product Integration Ecosystem

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# IRIS Education Family



Every Payroll is part of the broader IRIS Education portfolio, enabling integration across school management functions. HR integration connects with Every HR by IRIS, providing seamless data flow that eliminates duplicate entry. New starters, contract changes, working hours, absence data, and time claims push from HR to payroll automatically. Payslips return to the Every HR employee portal for staff access.

For organisations using IRIS's managed payroll service, Every Payroll Services by IRIS provides a fully outsourced option with seamless data exchange.

Financial systems integration includes connectivity to IRIS Financials for journal posting and budget reconciliation. Cost code structures map payroll costs to appropriate nominal codes for automated or manual journal creation.

Data analytics through IRIS Central provides a Power BI-based consolidation platform with combined reporting across HR, payroll, finance, and operational systems, delivering trust-wide analytics for strategic decision-making.

## Third-Party Integration

Every Payroll integrates with a range of software providers using API connections. Current integrations include Xero, Sage, iFinance, Accounts IQ, CIPHR, Cezanne, Breathe HR, Modulr, Telleroo, Bottomline, Square, WeWorked, and RotaCloud.

Import templates enable data upload from spreadsheets, supporting organisations with systems not covered by direct integration. CSV exports provide data in formats suitable for import to other systems.

## Integration Benefits

Integration across the IRIS Education family provides a single vendor relationship reducing procurement complexity, consistent user experience across platforms, data accuracy through single-source entry, comprehensive reporting combining multiple data sources, and reduced implementation time for integrated solutions.

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# Product Development and Roadmap

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# Development Approach



Product evolution is driven by user needs identified through customer feedback, HMRC and pension scheme regulatory changes, education sector requirements, and user group input.

### Current Roadmap Items

- Teachers' Occupational Sick Pay will automate OSP calculations for teaching staff based on service length and absence history.
- Backpay on Overtime and Absence will calculate backdated payments where overtime or absence rates are affected by pay award changes.
- Green Book Adjustments for Term-Time Leavers will handle the specific calculations required when term-time employees leave mid-year.
- MCR FL and OS Indicators will add full leaving and opted-out service flags to Monthly Contributions Reconciliation reporting.
- BK Lines for Backdated Pay Award will enhance backdated pay calculations with provision for new BKWE indicators.
- Correct Treatment of Pensionable Payment After Leaving will ensure pension contributions are handled correctly when payments are made after employment ends.
- 2008 Regulations Final Pay Calculation will support legacy LGPS final pay calculations for pre-2014 service.
- Auto Increment Salaries from Pay Spines will automate progression through pay points based on defined criteria.
- Additional Reporting Options will expand the standard report library based on customer requirements.

Development priorities may shift based on regulatory changes, sector-wide needs, or significant user feedback. We maintain transparency about the roadmap while acknowledging that specific features and timelines may evolve based on these factors.

# Customer Influence

Development priorities are informed by customer feedback through service and project management teams. User groups provide forums for collaboration and knowledge sharing between customers, with direct input on enhancement priorities.

# Service Information Summary



- **Support Hours:** Monday to Friday, 08:00-17:00 UK time
- **Implementation Timeline:** Typically 4-8 weeks depending on complexity and parallel run requirements
- **Data Location:** UK-based ISO 27001-certified data centres
- **Security Standards:** ISO 27001, ISO 9001, Cyber Essentials, HMRC Approved Payroll Software
- **Service Availability Target:** 99.5% during support hours
- **Backup Frequency:** System backups managed by Azure with hourly database backups
- **Data Export Window:** 30 days following contract termination
- **Recovery Time Objective:** Less than 48 hours from cold start
- **Recovery Point Objective:** 1 hour based on hourly backups
- **Update Frequency:** Minor updates every 2-3 months; major updates every 4-6 months

| Priority | Severity | Detail | Support / Product / Infrastructure | | |
|---|---|---|---|---|---|
| | | | **Initial response** | **Next Update** | **Target Resolution Time** |
| **P1** | Critical | System unavailable, or unable to process payroll for one or more organization | 30 Mins | 2 Hours | 4 Hours |
| **P2** | Urgent | Major area of functionality not working. | 60 Mins | 4 Hours | **8 Hours** |
| **P3** | Important | Minor area of functionality not working | 4 hours | 48 hours | 10 days |
| **P4** | Non-Urgent | Minor area of functionality not working, work-around available | 72 Hours | 5 days | Next Quarterly Release |
| **P5** | **Enhancement** | There is little or no operational impact. Nice to have. | N/A | N/A | N/A |

# Differentiators

Every Payroll by IRIS distinguishes itself through deep education-sector specialisation. Unlike generic payroll systems adapted for schools, Every Payroll was built specifically for education, with Teachers' Pension and LGPS functionality embedded rather than added as afterthoughts.

The platform handles the complexity of education payroll including multiple roles per employee, term-time working patterns, backdated pay awards, and pension scheme reporting requirements. Automatic calculations for APP, tier assessments, and service line reporting reduce manual effort and error risk.

As part of the IRIS Education ecosystem, Every Payroll connects with HR, finance, and MIS systems. For organisations seeking simplification, IRIS offers the option of a single vendor for HR and payroll, reducing procurement complexity and providing consistent support experience.

Continuous improvement ensures the platform evolves with sector needs. The regular update cycle delivers enhancements without requiring major system replacements. Customer-driven development priorities mean enhancements address real operational challenges identified by users.

# Additional Information

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IRIS provides mission-critical software and services for UK education organisations, offering integrated solutions across HR and people management, payroll and pensions, financial management and planning, and school management information systems. Further information is available at https://www.iris.co.uk/education/.

General enquiries can be directed through the IRIS website, sales enquiries through the IRIS Education sales team, and technical support for existing customers through the Service Desk. Full terms and conditions are available at https://www.iris.co.uk/general-terms-and-conditions/.

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