

# **Centre for Independent Living NI**

## **Payroll Service Manager**

### Recruitment Pack

July 2018

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## 1. Acting Chief Executive's introduction

Thank you for your interest in joining the team at the Centre for Independent Living NI (CILNI). CILNI is an organisation supporting disabled people in their independent living choices and in particular provides a range of services for people using or considering using Direct Payments / Self Directed Support.

CILNI is currently seeking a Payroll Service Manager to lead a payroll team to provide a specialised payroll service. The service is used by over 1,900 disabled people who employ personal assistants (PAs) to provide their personal care and support.

The CILNI payroll service is more complex than a normal payroll service for a number of reasons:

- not all of our clients currently have access to modern communications / IT facilities although there are plans in place to review this
- clients can become overwhelmed by the process which requires a great deal of time, patience and understanding on the part of our staff
- in a significant number of cases the client delegates the responsibility of employer and / or dealing with the payroll service to a family member or friend. This can cause problems with potential unauthorised disclosure of information to a third party
- many of the clients may have difficulty communicating their requirements and providing the necessary 4-weekly / monthly information. They also may have little or no general financial/commercial experience
- the number of PAs employed by clients varies considerably, from some clients employing only one PA to clients regularly employing eight PAs. These can be a mixture of regular and casual PAs
- the number of hours worked by PAs in any 4-week / month can vary considerably

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you.

Come and be part of something exciting.

Best wishes

Bryan Myles  
Acting Chief Executive

## 2. About the Centre for Independent Living NI

We work together to enhance independence.

Our vision is to create a world where disability is not a disadvantage, as envisaged by the social model of disability.

Our mission is to deliver a range of quality services, which meet the needs of disabled people in Northern Ireland in a manner which facilitates their right to independent living in an inclusive society

Our five values how we work

- *Teamwork* - providing support to one another, working collaboratively and co-operatively, respecting one another's views and making our work environment an enjoyable and rewarding place to work
- *Excellence* - always striving for excellence and quality in everything we do
- *Commitment* - working with urgency and commitment to achieve best possible outcomes for members, clients and the organisation
- *Professionalism* - at all times acting with integrity and expertise, providing a quality service and being reliable and responsible

CILNI in numbers

- We have been operating for 16 years
- We dealt with over 8,000 enquiries to our information and advice service in 2016/17
- We have over 1,900 payroll service clients across Northern Ireland
- We are governed by a board directors selected from the CILNI membership
- We employ 28 staff across Northern Ireland
- We have four offices; our head office in Belfast with other offices in Armagh, Magherafelt and Omagh
- Our annual income in 2016/17 was around £700,000

### 3. Job description

<b>Role:</b>	Payroll Service Manager
<b>Accountable to:</b>	CILNI Chief Executive
<b>Annual Leave:</b>	20 days per year plus public holidays
<b>Location:</b>	CILNI Head Office, Belfast

#### **Job Purpose**

This is a senior management role within the organisation in which the post holder will contribute to the development and implementation of an operational plan; this will include the selection and implementation of a payroll system which meets the requirements of CILNI and its clients.

The Payroll Service Manager will lead the payroll service team and operate a fully compliant, efficient and accurate payroll service for CILNI's clients. They will manage a small team who administer the payroll service for CILNI's clients and work closely with colleagues in the finance team to ensure the sustainability of the organisation.

#### **Main Responsibilities:**

- To coordinate and manage the complex process for clients of the existing payroll service.
- To lead the payroll service team and ensure that they carry out their duties correctly, obtaining information for, and running the required payroll service documents and reports.
- To arrange for ongoing training for the payroll service staff.
- To be responsible for ensuring that CILNI operates a fully compliant auto enrolment pension service and payroll service on behalf of its clients.
- To prepare payroll for CILNI's own staff and administer any staff pension arrangements, medical care benefits etc.
- To assist with the sourcing, selection, implementation and operation of a payroll system that meets the requirements of CILNI and its clients.
- To submit management reports on all aspects of the payroll service while recommending further courses of action.
- To ensure that all HMRC returns for PAYE are completed and submitted on time.
- To liaise with HMRC and pension scheme providers to identify necessary new initiatives and service developments.
- To identify, investigate and analyse potential operational improvement in the payroll service.
- To advise on new business development opportunities for CILNI which meet specific needs of our clients.
- To undertake such other duties assigned by the CEO.

## 4. Person Specification

This role requires most, if not all, of the following and/or the potential to acquire the relevance experience and skills. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

- A minimum of 5 years' experience in payroll, including at least some of the time in a supervisory/management role, and some experience of pension schemes
- A relevant professional qualification from an organisation such as the Chartered Institute of Payroll Professionals (CIPP) or the International Association of Bookkeepers (IAB) e.g.
  - CIPP National Payroll Certificates
  - CIPP Practitioners Certificate in Payroll or CIPP Advanced Practitioner Certificate in Payroll or CIPP Diploma in Payroll
  - IAB Certificate or Diploma in Payroll or Computerised Payroll
- Comprehensive knowledge of the main payroll and pensions procedures, systems and software
- In depth knowledge of the relevant regulatory and legal policy and requirements together with proficiency in interpreting and applying payroll rules and regulations
- A good working knowledge of financial systems and procedures, taxation and national insurance rules and workplace pensions requirements and of producing all HMRC and payroll-related management reports
- The ability to lead and motivate a team together with allocating resources in the most efficient manner
- Good mathematical and IT skills
- Good communication skills
- Logical thinking and problem-solving ability
- A high level of accuracy and attention to detail
- The ability to manage your time and meet deadlines
- Integrity, honesty and respect for confidential information
- The ability to work as a constructive and cooperative member of a small management team
- The ability to manage the delivery of a high level of customer service to a diverse and challenging client base

## **5. Summary terms of appointment**

### **Contract Type**

This is a permanent position with six months' probation

### **Location**

The normal place of work is CILNI's office in Belfast. There will be a requirement to travel throughout Northern Ireland.

### **Contracted Hours**

35 hours per week, excluding lunch breaks. Office opening hours are 9am - 5pm.

### **Salary**

Negotiable

### **Pay date**

By the last day of each month

### **Pension**

The employer's pension contribution is three per cent of annual salary

### **Summary of Benefits (under review)**

- 20 days paid leave per annum and 1 extra day per year of service up to a maximum of 25 days
- 11 days paid bank holiday leave per annum
- Occupational sick pay scheme
- Employer funded health plan (under review)
- Free onsite car parking

## 6. Application Process

### Tips on Completing the Application Form

- Make it easy for us! When we read your application we are looking for evidence that you have the skills and experience listed in the **person specification**. We read your application carefully but it makes it much easier for us if you set out your evidence as clearly as you can in the supporting statement section of the application form. You can do this by taking each element of the person specification and providing a few sentences under each to explain how you meet that particular requirement.
- Spell it out. If you say for example that you have been a training co-ordinator we cannot assume you have the skills to deliver training. You might have booked people onto the course. You need to say that you have delivered particular training courses to whom and in what circumstances.
- Give evidence rather than assertions. A statement “I am a great communicator” is not evidence. The following statement is better: “When I was working at [job] I had to explain [subject] clearly and simply to clients. Client feedback showed that they understood what I told them and valued my style”. That way we can see more clearly what you think good communication is and how you know you are a good communicator.

### Application Form

If you would like to apply for this position please note the following information.

- Application forms will only be considered if they are word processed.
- Handwritten application forms will not be accepted.
- All sections of the application form must be completed in full and all information which is sought must be provided.
- Application forms received after the closing date will not be considered.
- CV's will not be accepted.
- Canvassing will disqualify.
- Evidence of educational and professional qualifications will be examined prior to appointment. If any of your qualifications are 'equivalent to' those stated on the Person Specification please provide evidence to show that your qualification is equivalent (i.e. examining body confirmation).
- Completed application forms should be submitted to **vivienne@cilni.org** or to the CILNI office in Belfast. Contact details are on the front page of the Information Pack. If returning applications by email typing your name in place of the signature is acceptable.

### Reference Checks

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. Referees may be approached if you are shortlisted for interview, unless you specify otherwise.

### Equal Opportunities Monitoring Form

- Please return the Equal Opportunities Monitoring Form with your application.



- We request this information to help us promote equality of opportunity in employment for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

### **Vetting**

Please return the Criminal Records Check Consent Form with your application. The successful applicant may be required to complete an Access NI check prior to the confirmation of appointment. Please be advised that the Centre for Independent Living adheres to the Access NI Code of Practice.

### **Interview Process**

- Closing date for applications is **Wednesday 25<sup>th</sup> July 2018**
- Interviews will be held in Belfast on **Monday 30<sup>th</sup> July 2018**

Candidates invited to interview should let us know immediately if they have any special requirements.