

SERVICES FOR INDEPENDENT LIVING (SIL)



JOB DESCRIPTION

Job Title: Head of External Payroll and Bookkeeping

Reports to: Chief Executive

Location: SIL Head Office, Leominster

Hours: 30 hrs per week

Salary: £34,538.40 per annum

Services for Independent Living (SIL) is a charity set up over 25 years ago with a mission to offer high quality care and support to people with disabilities. We provide services that support people to lead an independent life within their own home and community. Our vision is, to enable people affected by disabilities to exercise choice and control, to live independent lives, and to actively participate in society.

The Direct Payment Support Service (DPSS) supports people who receive a payment from the council to meet their care needs and can use that money to meet their care needs through employing their own staff and/or purchasing support from a care agency etc. The support we provide mainly involves Payroll and bookkeeping, employment law and recruitment services.

Main Purpose:

Services for Independent Living Direct Payment Support Service provides support and advice to individuals in receipt of a direct payment. The Head of Direct Payments will lead a team of advisors in delivering services in line with current legislation and good practice and is responsible for the strategic leadership, and management of the Direct Payments team, ensuring ultimate efficiency and effectiveness.

The post holder will be expected to identify potential improvements for service delivery and ensure implementation of any agreed changes. The post holder will promote and support creative ways of thinking and working within the team, working collaboratively across the organisation to improve and streamline DPSS.

The post holder will also seek out new opportunities to grow and develop the service.

Responsibility Areas:

Planning

- Supporting the Direct Payments team to set and achieve objectives to deliver the DPSS Business Plan.
- Contribute to the development of service plans to meet strategic business goals.

Leadership and Management

- Responsible for the strategic leadership, support and management of the Direct Payments Support Service and team to provide an effective Direct Payment service.
- Ensure all Direct Payments are accurate and processed in a timely way in accordance with HMRC, Local Authority and SIL procedures.
- Respond to changing priorities and demands to meet the needs and the objectives of the wider team so that outcomes are achieved.
- Support the team in complex situations that require mediation between Direct Payments recipients and PA's, being aware of personal limitation and where more specialist advice is required.
- To be a member of the Senior Management Team and take part in leadership and development of the wider organisation.
- Be part of Senior Manager On-Call Rota

Learning and Development

- Provide regular supervisions to the Senior DPPS Advisor and support to the Direct Payments Team.
- Undertake training as required to enable successful delivery of the role.
- Leading and supporting the whole team; mentoring and developing their skills, knowledge and expertise.
- Ensuring the skills matrix is current.

Managing budgets and resources

- To manage and deliver the service to ensure optimal efficiency and effectiveness whilst maintaining compliance with all legal requirements.
- To deliver a consistent surplus, working with the Head of Finance to set the operational costs and budgets associated with DPSS.

Communication

- Ensuring clients and stakeholders receive timely communication of any changes to the service, including changes to fees.
- Promote the service with relevant stakeholders and will work with the Head of Marketing as required to develop projects.
- Collate process and analyse information and data when required, including service reports for forums, stakeholders and SIL's Board.
- Escalating complex issues to appropriate individuals or organisations.
- Adhering to all legal requirements, keeping yourself and the team up to date of National legal and policy changes. Including employee updates from HMRC.

Working with others

- Develop and maintain positive working relationships with internal and external stakeholders.

- Attend meetings as required with internal and external stakeholders and provide written and verbal reports about the performance of the service.

Monitoring and Evaluation

- Monitor and evaluate performance through use of analytics and to identify areas requiring support in order to maintain compliant operations.
- Analysing, developing and implementing the system processes and solutions to meet business requirements.
- Lead on the development, improvement, maintenance and management of systems.
- Driving efficiencies where possible.
- An understanding of confidentiality and experience of data protection and GDPR guidelines.

Payroll Duties

- Using IRIS software, supporting the payroll service with calculation of internal SIL Monthly payrolls and payrolls on behalf of our Service Users.
- Ensuring IRIS software upgrades are installed promptly and are being used to maximum effect.
- Maintain correspondence with HMRC and IRIS to problem solve and deal with any customer concerns.
- To provide Service Users with effective payroll support with the processing and preparation of payroll documents.
- Ensure all payroll, financial and pension policies and procedures are updated in line with legal and organisational requirements.
- Ensure the team is aware of, and acting within, any changes to legislation or organisational requirements.

Financial Administration Duties

- To provide Service Users with effective financial administration support with the processing and preparation of their direct payment documents for council audit e.g. receipts, expenditure, invoices, salaries for staff and HMRC payments.

Person Specification



Essential

- Experience of managing and developing staff.
- Ability to work well under pressure and to strict deadlines.
- Experience and aptitude to work on own initiative, lead a team, and collaborate with colleagues to deliver results.
- Strong ICT skills including Microsoft applications.
- Experience of running payrolls.
- Excellent communicator.
- Experience in analysing and interpreting data and presenting in a relevant format.

Desirable

- Knowledge of legislation and regulations relating to Direct Payments.
- Experience of working in not for profit organisation.

This post is conditional to an Enhanced and Barring Service (DBS) Check.

The job description above is an outline of the role and responsibilities. There may be times, due to the needs of the organisation, where we ask you to work flexibly and undertake other duties, consistent with your role and salary, including project work, internal job rotation and absence cover.

The post holder must show clear commitment to **SIL's guiding principles**:

- Partnership
- Respect
- Innovation
- Diversity
- Equality
- Strength-based

March 2024