

**Centre for Independent Living NI**

**Senior Payroll Team Leader**

Recruitment Pack

September 2021

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**1. 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 across Northern Ireland in their independent living choices and in particular provides a range of services for people using or considering using Direct Payments or Self Directed Support. It has 40 staff working from four area offices with a turnover of approximately £1,000,000 per annum.

CILNI is currently seeking a Senior Payroll Team Leader to join its payroll team. The payroll service is used by over 2,500 disabled people who employ over 6,000 personal assistants. The team is responsible for administering and processing payrolls on behalf of the service users ensuring that each stage of the payroll process is actioned properly; that all personal assistants are paid correctly; and that appropriate and accurate information is provided to the Payroll Service Manager, service users and appropriate statutory bodies.

The post holder will undertake key tasks which ensure that CILNI delivers an efficient, accessible and user friendly service which makes life easier for the service users.

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. We would especially encourage applications from disabled people.

Come and be part of something exciting.

Best wishes

Bryan Myles

Chief Executive

**2. About the Centre for Independent Living NI**

We work together to enhance independence.

Our vision is to live in a world where disability is not a disadvantage.

Our mission is to empower disabled people to live independently in an inclusive society through delivering quality services and campaigning for change.

Our four values inspire our work

* *We put people first.*
* *We prioritise independent living.*
* *We lead with authority and responsibility.*
* *We think big.*

CILNI in numbers

* We have been operating for 21 years
* We dealt with over 9,800 enquiries to our information and advice service in 2019/2020
* We have over 2,500 payroll service users
* We are governed by a Board of 7 members selected from the CILNI membership
* We employ 40 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 2019/2020 was approximately £980,000

**3. Job description**

**Role:** Senior Payroll Team Leader

**Accountable to**: CILNI Payroll Service Manager

**Job Purpose**

As part of the payroll team, the post holder is responsible for:

* leading a small team of payroll administrators, advising and consulting on complex payroll issues and ensuring that work is produced to a high standard;
* documenting payroll procedures, keeping up to date with payroll legislation and helping to produce a new payroll procedure manual;
* supporting their team and other staff whilst assisting with imbedding new payroll software;
* ensuring that appropriate and accurate information is provided to payroll management, service users and appropriate statutory bodies.
* supporting the Payroll Service Manager to oversee and contribute to a high quality and client-focused payroll service.
* supporting and working closely with colleagues in other teams to ensure that services provided are integrated, relevant and up-to-date.

**Main Responsibilities:**

* To advise/consult on complex queries associated with HMRC, pensions and other payroll issues in relation to their designated Trust Area/s.
* To be responsible as the first point of contact for any issues/ complaints that arise relating to their designated Trust Area/s and be responsible for delivering a resolve where possible before raising this to Senior Management.
* To continue to work in the payroll team and continue to undertake all duties required of a payroll processor.
* To work as part of the payroll team undertaking advisory and payroll duties to ensure that processes and systems are maintained to a high standard and that payrolls are produced to a high standard within their team.
* To liaise with and advise other CILNI teams on matters relating to payroll.
* To keep up to date with payroll legislation and ensure that this knowledge is documented and passed on to their payroll team.
* To keep payroll management updated on any ongoing issues and resolutions whilst highlighting any potential issues in relation to complex payroll queries.
* To deputise for the Payroll Service Manager when necessary.
* To carry out other duties considered mutually reasonable by the post-holder and line manager.

This job description is intended to give a general outline of the main duties of the post.

**4. Person Specification**

The Person Specification shows essential skills, abilities, knowledge and qualifications required to be able to carry out the duties of this post. 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.

**ESSENTIAL**

**Qualifications, Experience and Knowledge**

The successful candidate should have following experience and knowledge:

* Experience of leading a team
* Customer facing experience with the proven ability to resolve service user queries.
* An up-to date knowledge of payroll legislation.
* In depth knowledge of the requirements of HMRC PAYE.
* Experience of working on auto-enrolment processes.

**Personal Attributes and Skills**

The successful candidate should have following personal qualities or skills:

* IT literate and a working knowledge of Office 365 with more than basic experience in using MS Excel and the ability to use and adapt quickly to new technology.
* Good interpersonal and communication skills applicable to a range of colleagues and service users.
* Excellent analytical and numeracy skills.
* Evidence of workload organisation, prioritisation and management.
* An ability to work independently and as part of a team.
* Able to work flexibly and work necessary hours to meet the demands of the position.
* Accuracy and attention to detail, with a systematic approach to problem solving.
* Trustworthy with the ability to deal with confidential information.
* A positive and good-humoured nature.
* Commitment to equal opportunities and CILNI ethos.

**DESIRABLE**

**Qualifications, Experience and Knowledge**

* CIPP level 4 or equivalent qualification
* Experience working in a fast-paced payroll bureau
* Experience of setting up and closing employers
* Experience of providing staff training and/or mentoring

**5. Summary terms of appointment**

**Contract Type**

This is a permanent full-time position, confirmed after the satisfactory completion of a six-month probation period

**Location**

The normal place of work is CILNI’s office in Belfast however some of our team are currently working remotely from home.

**Contracted Hours**

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

**Salary**

£22,721

**Pay date**

By the third last working day of each month

**Pension**

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

**Summary of Benefits**

* 20 days paid leave per annum and 1 extra day per year of service up to a maximum of 25 days, plus public holidays
* 11 days paid bank holiday leave per annum
* Occupational sick pay scheme
* Employer funded health plan (after six month probation period)
* Free on-site 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.
* 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.

**Closing Date**

* Closing date for applications is **Monday 27th September 2021 at 5pm**

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