

# Payroll Manager Candidate Pack

We want a world that is Disability Positive



Charity No: 1091744  
Company No: 4050994

disability  
**positive**

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# Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 70 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation; providing services, opportunities, and voice to over 9,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven and professional to work within our Payroll team. If you are interested in the role, please return your completed application to [HR@disabilitypositive.org](mailto:HR@disabilitypositive.org)

We'd love to hear from you.

**Lynne Turnbull**  
Chief Executive Officer



# Who are we?

## We are Disability Positive.

We are a charity based in Cheshire and work mostly in the Northwest. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

## Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



# Our Services: For Adults

## **Arrangement of Care and Support Service**

Support with making sure people's care works for their needs.

## **Advocacy**

Supporting people to say what matters to them and upholding their rights.

## **Good Company**

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

## **Payroll**

Supporting people who employ Personal Assistants with payroll management.

## **Supported Banking**

Getting support with banking and auditing for direct payment recipients.

## **Learning Service**

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.

## **Befriending and Counselling**

Supporting people to manage their mental health and stay well.

## **Telephone Information Advice Line**

Supporting people to access the information they need provided by us or others.





# Our Services: For Children and Young People

## **Advocacy**

Supporting people to say what matters to them and upholding their rights.

## **Arrangement of Care and Support Service**

Support with making sure people's care works for their needs.

## **Cheshire West Community Connections**

Support young people to connect to their local community.

## **Sensory Hive**

Sensory based after school club for young people ages 5-11

## **Buzz Youth Group & Life Skills**

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



# Our Services: For Everyone

## Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

## Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

## Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.

## Disability Equality Training

Support to better understand disability, reducing barriers and changing attitudes.



# Organisational Structure

We are a registered charity and company limited by guarantee.

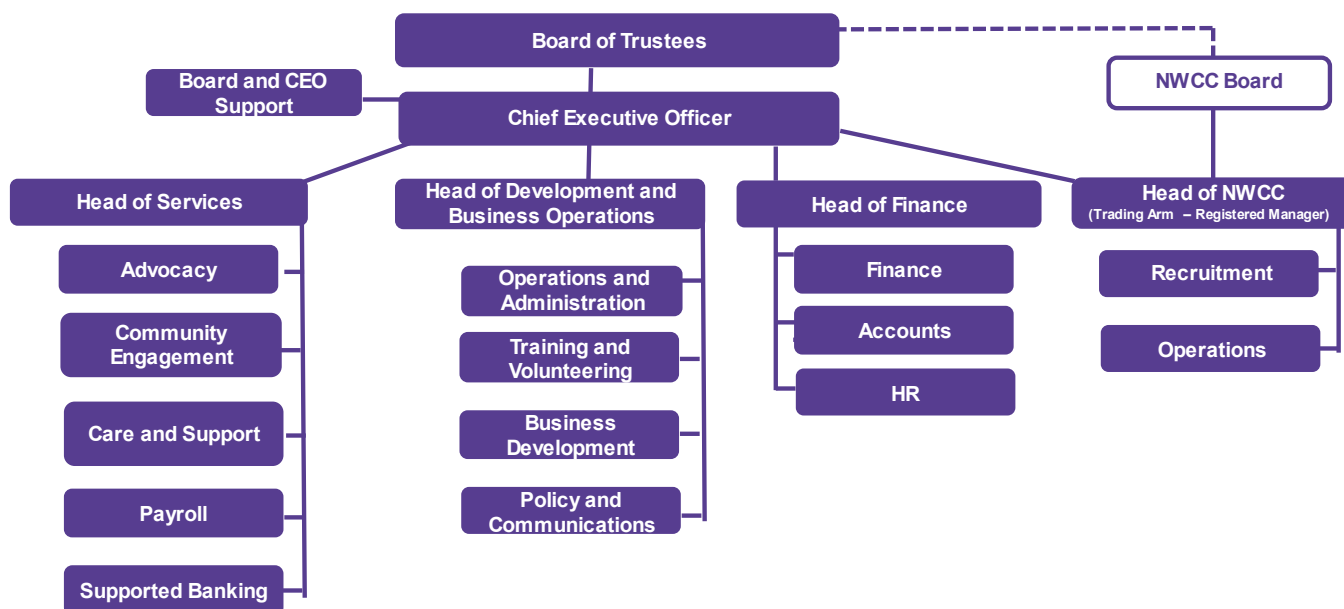
We are governed by 10 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 56 FTE staff (75 people), with additional support across our services through volunteers. 74% of our workforce also have lived experience of disability and long-term conditions.

## Our Organisation Chart





# Future Plans

We have finalised our new Strategy 2020 - 2030, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



# Benefits, Purpose & Critical Competencies

<b>Job Title:</b>	Payroll Manager
<b>Grade:</b>	3
<b>Salary:</b>	£32,703.12 per annum rising to £34,338 per annum FTE after successful probationary period
<b>Hours:</b>	37 hours per week
<b>Holiday Entitlement:</b>	25 days per year + Bank Holidays and gifted days between Christmas and New Year Shutdown
<b>Other benefits:</b>	Company Pension, Private Health Care upon completion of probationary period.
<b>Direct Reports:</b>	15
<b>Reporting to:</b>	Head of Services

## Purpose

To work as part of the Company's Management Team, responsible for the effective management of the Payroll Service Team and to ensure the smooth running of the department, providing a payroll service to people with experience of disability and long-term conditions who have become employers of Personal Assistants.

## Critical Competencies

### Delivering Success

Achieving Excellence | Level 2 | Organises resources and pursues excellence

### Providing Direction

Influencing | Level 1 | Uses information and ideas persuasively

Inspiring | Level 2 | Builds confidence

Communication | Level 3 | Maximises communication

### Working with People

Building Understanding and Trust | Level 2 | Develops a full understanding of others' perspective

Developing People | Level 4 | Builds a learning culture

Collaborating for Success | Level 2 | Builds involvement and participation

### Creating Solutions

Gathering Information | Level 3 | Improves information systems and Processes

Understanding Issues Level 2 Builds a comprehensive understanding

Finding Solutions | Level 3 | Uses scenario planning

# Scope

## Strategic Scope

- Has the freedom to make decisions within the medium-term objectives for a single department (e.g. set individual targets).
- Has a range of management and leadership skills.

## Business Skills

- Responsible for the day-to-day management of one department, covering multiple complex contracts.
- Involved in the operational or transactional part of the business but also has some influence on strategy and budgets for their business area.
- Responsible for the interrogation and monitoring of reporting requirements.
- Keeps up to date with changes and new developments in their area of expertise

## Complexity

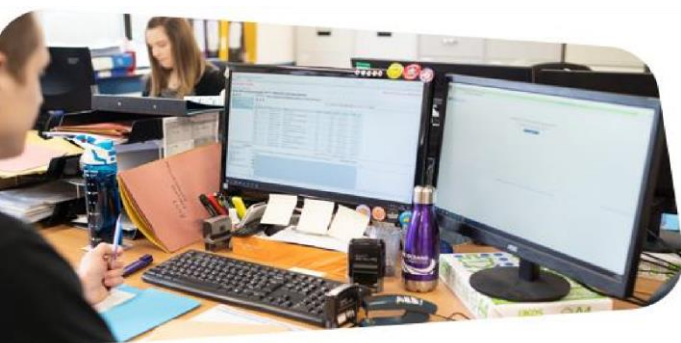
- Creatively applies a wide range of technical and/or management principles.
- Performs a range and variety of technical activities.
- Demonstrated a clear leadership and the ability to influence and persuade.

## Autonomy

- Establishes objectives for their work area and delegates responsibilities.
- Accountable for actions and decisions made not only by themselves but subordinates.

## Technical Role

- Has supervisory or management responsibility of 11 or more staff members.
- Subject matter expert within their own discipline and has a broad understanding of all aspects of the company.
- Advises on their wider area of expertise.
- Maintains awareness of developments in the sector.
- Understands the implications of new technologies and legislation on their area of speciality.



# Key Tasks

## Strategy

- Deliver on designated areas of responsibility to meet the strategic plan, including responsibility for the delivery and control of the payroll contracts.
- Adopt a continuous improvement culture within your team, to improve our services and reduce costs.
- Develop business cases that addresses identified gaps in service to meet the needs of our customers.
- Demonstrate that customers are provided with a high-quality service.

## Governance

- Ensure that the team has efficient and effective processes in place to effectively manage/reduce risk.
- Ensure that the team has sufficient relevant knowledge concerning the security of information and systems.
- Ensure the team have awareness of the requirements of the company policies.
- To report against key performance indicators for area of responsibility.

## Communication & Relationships

- Ensure effective relationships are established and maintained with commissioners and partners.
- Build an effective working relationship with the Head of Services.
- Ensure that the Senior Management Team receives appropriate advice and information on all relevant matters.
- Provide reports for presentation at Management meetings, regarding performance of contract delivery and the team and escalate any key risks, as required.
- Uphold the company values.
- Lead by example and motivate the team by listening to the team and recognising the team's accomplishments.
- Keep up with developments in the sector of relevance to the role and modern business practices by reading legislative updates, guidance and consulting peers.

## Team Management

- Manage the development and performance of the team, including the appointment, induction, training, mentoring and performance monitoring of the team.

## Other

- Undertake any other duties so directed by the Senior Management Team and within the scope of this post.
- These recommendations are to be reviewed annually with the Head of Services.

# Person Specification

Criteria	Essential	Desirable	Assessed by
<b>Qualifications Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing a large department.</li> <li>• Effective leadership and management experience.</li> <li>• Experience of Customer service focus.</li> <li>• Successfully manage development and performance of a team, including Employee Relations issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Management Qualification.</li> <li>• Experience of payroll systems.</li> </ul>	Application and Interview.
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of current HMRC legislation relating to payroll processes (e.g. SMP, SSP).</li> <li>• Proven understanding and experience of partnership and collaborations.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the role of support organisations that promote independence of disabled people.</li> <li>• Knowledge of Direct Payments/Personal Health Budgets.</li> <li>• Understanding of Sage Accounts.</li> </ul>	Application and Interview.
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• IT literate.</li> <li>• Ability to meet milestone targets and goals to achieve outcomes.</li> <li>• The ability to listen and communicate to a high standard at all levels, both verbally and in writing and to disseminate information in an easily understood and appropriate format.</li> <li>• Ability to improve systems and processes.</li> <li>• Ability to work well under pressure.</li> <li>• Proven planning, time management and organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• The ability, willingness and flexibility to work outside office hours, if required.</li> <li>• Lived experience of disability.</li> </ul>	Application and Interview.
<b>Other</b>	<ul style="list-style-type: none"> <li>• A commitment to equality and diversity and achieving positive outcomes for disabled people.</li> <li>• A commitment to the Company vision and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Access to a car and a current full driving licence.</li> </ul>	Application and Interview and Pre- Offer checks.



# Recruitment Process

## How to apply

If you are interested, please complete the following, and return by email to [HR@disabilitypositive.org](mailto:HR@disabilitypositive.org)

- a job application form
- and recruitment monitoring form

Alternatively you can download an application via our website at [www.disabilitypositive.org](http://www.disabilitypositive.org)

## Timetable

<b>Deadline for applications:</b>	8 July 2022
<b>Short listing:</b>	w/c 11 July 2022
<b>Interviews:</b>	19 & 22 July 2022

## What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).



## Contact Us



**Address:** Senson House, Denton Drive, Northwich, Cheshire, CW9 7LU

**Telephone:** 01606 331 853

**Email:** [info@disabilitypositive.org](mailto:info@disabilitypositive.org)

**Website:** [www.disabilitypositive.org](http://www.disabilitypositive.org)

**Facebook:** [www.facebook.com/disabilitypositive/](http://www.facebook.com/disabilitypositive/)

**Twitter:** [www.twitter.com/dis\\_positive](http://www.twitter.com/dis_positive)

**Instagram:** [https://www.instagram.com/dis\\_positive/](https://www.instagram.com/dis_positive/)