**Lothian Centre for Inclusive Living**

**Job Description**

**Post Title:** Assistant Manager – SDS Financial Support Services

**Post Salary:**  £26,741 pa

 This post is full time 35.75 hours per week

 LCiL offer a hybrid model of working.

**Responsible to:** Service Manager - SDS Financial Support Services

**Post objectives**

* To support disabled people to live independently by providing person-led payroll and financial management services.
* To work alongside the Service Manager proving management support to ensure effective delivery of the Self-Directed Support (SDS) Financial Support Services.

**Main tasks & Duties**

1. **Payroll processing**
* Processing of salary payments for users of LCIL's payroll service.
* Processing of pension auto enrolment contributions.
* Issuing letters/invoices to service users in accessible formats.
* Completing statutory forms, including P45 and P46, and forwarding to HMRC.
* Liaising with HMRC on behalf of service users.
* Completing DWP enquiry forms.
* Processing student loans / wages arrestments / Statutory Sick Pay and Statutory Maternity Pay as required.
* Completing and submitting funding applications to HMRC for Statutory Maternity Pay or tax rebates as required.
* Completing and submitting End of Year Returns.
* Other administrative tasks as required by the service.
1. **Staff management and support**
* Support the Service Manager with the operational delivery of the payroll and financial management services (FMS).
* Provide operational guidance and support to team members.
* Support colleagues to work as an integrated team, to deliver services effectively, and to provide consistent and accessible information and support to service users.
* Lead on the induction of new staff.
1. **Service design, management, and delivery**
* Led by the Service Manager, support the design of the financial support services including feedback and evaluation mechanisms, to create delivery that is user-led, informative, and meets the wants, and needs of service users.
* Coordinate the provision of accessible advice and information to service users on changes in legislation, policies, and procedures.
* Led by the Service Manager, ensure GDPR and Data Protection compliance.
* Oversee the handling of enquiries received via the telephone and payroll service inbox.
* Assist with archiving documentation for previous financial years as needed.
1. **Engagement and partnership**
* Liaise directly with LCiL colleagues in the Independent Living Service.
* Build effective networks with key individuals and agencies in the third, public and private sectors.
* Maintain awareness of the wider policy, political and funding landscapes that impact the work of LCiL.

**Performance Indicators:**

* The Assistant Manager is expected to work with minimum supervision.
* Liaising with the Service Manager, you identify your own work priorities.
* Design and delivery of the financial management services achieve agreed targets and outcomes and evidence service user needs.
* Positive and effective relationships with internal and external stakeholders are created and developed.

**Decisions made in the course of the job:**

* Management of your daily work activities.
* Prioritisation of activities within the wider SDS Financial Support services.
* Delegation of day-to-day activities and tasks to appropriate colleagues.
* Initiating and maintaining contact with stakeholders.
* Monitoring and evaluation.

**Contacts:**

* Disabled people, carers, families, and Personal Assistants.
* LCIL’s Board of Directors, staff, and members.
* Disability organisations and wider organisations across relevant sectors.
* LCiL delivery partners.
* Local authorities and other public bodies including HMRC.
* Government representatives and elected members as appropriate.

**Supervision received**

The post holder will receive regular individual and group supervision in accordance with the terms and conditions of service. The post holder will be expected to attend staff meetings, team meetings, training courses, LCiL events and other meetings deemed appropriate to the functioning of the work.

**Complexity and Creativity**

Lothian Centre for Inclusive Living is an innovative and demanding initiative which has a significant impact on the lives of disabled people, their families and the statutory authorities.

The provision of support which enables disabled people to increase their level of self-control in all aspects of their lives is highly complex. It requires sensitivity, a knowledge of services which are available to disabled people, up-to-date knowledge of relevant legislation, an understanding of the concerns of disabled people, a commitment to the Social Model of Disability, and an understanding of the Independent Living philosophy.

The Assistant Manager is required to take initiative on a wide range of tasks and work as part of a team to ensure LCiL maintains an integrated approach. The post holder must be able to work under pressure within a challenging and sometimes uncertain social, political and financial climate.

LCiL is a disability confident employer. It is essential that the post holder is able to work within an organisation which is led and managed by disabled people.

**Person Specification**

**Job Title:** Assistant Manager – SDS Financial Support Services

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|  | **Essential** | **Desirable** |
| **Education & Qualifications** | * Good general education
 | * Relevant professional qualification or higher education training
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| **Skills & Abilities**  | * Good communication skills both written and oral with the ability to express ideas clearly and succinctly.
* Skills to work effectively as part of a wider management team.
* Skilled in supporting people through direct line management.
* Ability to create a supportive and performance focused team.
* Strong planning, organisational and time management skills.
* Good Microsoft office skills, specifically Word, Excel, and Outlook
* Ability to prioritise a complex workload and work on own initiative as necessary.
* Ability to work positively with service users, partners, and other stakeholders.
* Creative problem-solving skills.
* Good interpersonal skills
* Attention to detail and accuracy.
 | * Microsoft Excel
* Microsoft Word
* Skills in reflective practice and action learning.
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| **Experience &** **Knowledge** | * Experience of payroll administration and processing.
* Experience with payroll and accounting software, for example, Sage.
* Experience working in a person-centred, outcome-focused way.
* Experience of monitoring and evaluating programmes or services.
* Demonstrable understanding of equal opportunities and anti-discrimination practices and requirements.
* Experience of working with sensitive information.
 | * Knowledge of Self-Directed Support legislation, strategy and policy.
* Knowledge of the health and social care landscape.
* Knowledge of business modelling and planning.
* Understanding of empowerment and how to help an individual self-empower.
* Work or personal experience in a user-led environment.
* Understanding of independent living philosophy and the social model of disability.
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