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**Lothian Centre for Inclusive Living**

**Job Description**

**Post Title:** Service Manager – SDS Financial Support Services - 30 hours per week (preference over 5 days)

**Post Salary:** £29,911 pa (FTE 35.75hrs) pro rata

LCiL offer a hybrid model of working.

**Responsible to:** Chief Executive Officer (CEO)

**Responsible for:** Payroll and Financial Management Service

**Post Objectives:**

The post-holder will have management responsibility for the effective delivery of the Self-Directed Support (SDS) Financial Support services.

We support employers to manage their responsibilities through our payroll service by delivering wage processing and administration and offering a financial management service (FMS), including holding a dedicated bank account, for people who would be excluded from receiving an SDS care package without access to this support.

You will have operational management responsibility for these services, as well as working strategically to develop needs-led services for disabled people receiving and managing SDS.

The Service Manager will:

* Manage the payroll and FMS toensure all operational targets and processing deadlines are met.
* Line manage, support and develop the payroll and FMS staff.
* Create and ensure consistent delivery of efficient and person-centred processes and procedures.
* Liaise directly with statutory agencies as required including HMRC, DWP, local authorities, The Pensions Regulator, and Independent Fund Scotland.
* Ensure the SDS Financial Support services are delivered in ways that effectively liaise and integrate with other LCiL’s support, advice & information services ensuring a holistic approach to supporting service users.
* Regularly review the services needs for and use of systems and software to ensure fit for purpose.
* Support the CEO to create strategic and business plans.
* Create and develop mutually beneficial relationships with payroll and other relevant SDS service providers.
* Alongside the CEO, identify and strategically plan longer term-development to ensure that all components of the payroll service and FMS are fit for purpose and responsive to the funding, policy, and legislative environment within which LCiL operates.
* Lead on robust monitoring and evaluation of the SDS Financial Support services to ensure agreed activities are completed and outcomes achieved. Share the learning within LCiL and more widely with funders, partners, and other stakeholders in the sector, including other Disabled People’s Organisations.

**Main Duties:**

1. **Staff management and support.**

* Manage, support, and develop staff in their roles.
* Undertake regular 1-2-1’s with individual staff to ensure they have the support and tools needed for their roles, that practice is regularly reviewed, and new skills are developed to meet the needs of the services.
* Support staff to work as an integrated team, to deliver services effectively, and to provide consistent and accessible information and support to disabled people.
* Lead on the induction of new staff.

1. **Service design, management, and delivery.**

* Oversee the day-to-day delivery of payroll and FMS.
* Create a service risk assessment and input into the organisational risk register.
* Lead on GDPR and Data Protection compliance.
* Coordinate the provision of accessible advice and information to service users on changes in legislation, policies, and procedures.
* Produce service reports within agreed timescales to LCiL Board and funders as required, and provide accessible analysis of service delivery and development.
* Build and maintain effective communication and mutually beneficial relationships with external stakeholders.
* Ensure effective tools are created and utilised to elicit evaluation and feedback from service users.

1. **Engagement and partnership**

* 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 Service Manager will work with minimum supervision.
* The design and delivery of the SDS Financial Support services achieve agreed targets, deadlines, and compliance; and evidences meeting service user needs.
* Liaising with the CEO, you identify your own work priorities within the framework of the LCiL strategic plan.
* Staff have the knowledge and skills in their roles and can access opportunities to learn and develop, and lead.
* Positive and effective relationships with internal and external stakeholders are created and developed.

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

* Prioritisation of activities within the SDS Financial Support services.
* Delegation of activities and tasks to staff.
* Initiating and maintaining contact with relevant external stakeholders in the voluntary, public and private sectors.
* Monitoring and evaluation.
* Balancing of time between operational management and strategic planning and development.

### Contacts:

* Disabled people, people with long term conditions and carers.
* LCiL’s Board, staff, and members.
* Funders.
* Disability organisations and wider organisations across relevant sectors.
* Local authorities, HMRC, and other relevant bodies and representatives as appropriate.
* Suppliers of goods, services or equipment, including IT support.

**Supervision Received:**

The post holder will receive regular supervision from the Chief Executive 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 role.

**Complexity and Creativity:**

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

The provision of support which enables disabled people to increase their level of self-control in all aspects of their lives can be 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 Service 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 can work within an organisation which is led and managed by disabled people.

LCiL are a disability confident employer and as such, if you require any support during any part of the recruitment process, please contact HR@lothiancil.org.uk

Job Title: Service Manager – SDS Financial Support services

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Good general education | * Relevant qualifications |
| **Skills and Abilities** | * Skilled in supporting people through direct line management. * Ability to work at strategic level. * Ability to successfully manage change and introduce new ways of working. * Ability to create a supportive and performance focused team. * 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. * Ability to work positively with service users, partners and other stakeholders. * Capable of self-directing and using own initiative. * Skilled in use of IT e.g. Microsoft Office, accounting and case management packages. * Strong planning, organisational and time management skills. * Ability to prioritise a complex workload. * Creative problem solving skills. * Good project management skills. * Ability to communicate with and provide information to non-finance colleagues. * Attention to detail and accuracy. | * Skills in reflective practice and action learning. |
| **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. |