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# Senior Direct Payments Payroll and Managed Accounts Officer (Npt)

## Job Description

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The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
2. Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
3. Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

**Reporting to:** Direct Payments Manager

**Based in:** Cardiff

**Prime Objectives of the Post:**

Management of the operation of the Payroll and Managed Accounts systems (all references to Managed Accounts/Scheme will include references to Managed Banking System /Software (and vice versa) currently operated by Diverse Cymru).

- Obtaining details of hours from Independent Living Advisors (ILAs) and/or Service Users and PAs (and verifying details with Service Users where appropriate)
- Running and processing all aspects of Payroll and Managed Accounts
- Liaising with agencies and processing all payments, including producing and remittance slips
- Providing information, support and training on Payroll and Managed Accounts to any person identified by the Senior Management Team, as requiring such.
- Management and development of the Payroll Service
- Future development of the Managed Accounts Scheme
- Management and development of the Managed Accounts & Payroll Database
- Support of any Diverse Cymru member, in any department, as required by DP Manager or Senior Management Team.

#### **Supervisory Responsibilities:**

- Direct Payments Payroll and Managed Accounts Officers, as recruited, due to growing business activities.

#### **Supervision and Guidance:**

- Reports to the DP Manager but will be expected to work on own initiative referring only complex issues to the DP Manager
- Will work closely with the other Diverse Cymru staff in terms of consistent approaches to delivering holistic services

#### **Range of Decision-making:**

- Will be required to exercise a high degree of professionalism, consistency and accuracy in relation to the role
- Will be expected to determine and analyse outcomes of Diverse Cymru's service delivery

#### **Responsibility for Assets, Materials etc:**

- Responsible for data collected in pursuit of the above objectives

- Access to paper/computerised records containing clients' personal and financial information, in accordance with relevant data protection requirements
- General responsibility for all equipment and furniture in the post-holder's area

### **Contacts:**

Operational and strategic contact with:

- Service providers and service users
- Agencies involved in related information and support services
- Pension Providers as chosen by DP Employers utilising the managed account service

### **Range of Duties:**

#### **Provision of General Advice and Information on Payroll and Managed Accounts**

Responding to enquiries about Payroll and Managed Accounts from:

- Individual disabled people
- Officers from Newport Council's adult and children's services
- Agencies
- Other bodies such as HMRC
- Outlining benefits of Managed Accounts to disabled people referred to the DP Scheme
- In conjunction with the RDPSSM and other staff, raising awareness about Managed Accounts
- Providing support in all aspects of Auto-Enrolment Pensions

#### **Provision of ongoing Payroll and Managed Accounts service**

- Processing all service user direct payments in accordance with details/spreadsheet received from Newport Council and/or Service Users
- Determining the amount and dates of direct debit collection
- Maintaining a list of service users on direct debits and updating the collection each month
- Maintaining an up-to-date list of agencies and their details and make payments when invoiced
- Maintaining and updating the list of PAs and their details for payroll

- Daily reconciliation of service user account balances with Unity bank statement
- Maintaining miscellaneous payments to other agencies such as insurance companies and HMRC
- Where relevant advising Newport Council of bank charges and bank interest
- Ensuring the maintenance of an efficient payroll service
- Providing of monthly statements to Managed Accounts service users
- Notifying the DP Manager, Assistant DP Manager, HR Manager in the event of ill health or planned absence from the office as promptly as possible and, in the latter case, arranging cover for the operation of the Payroll and Managed Accounts system

### **Future Development of Payroll and Managed Accounts system**

- In conjunction with the DP Manager, developing the Payroll and Managed Accounts systems, taking them forward and marketing them to other interested parties

### **Management and Development of the Online Database**

- Responding to queries and requests for information from Newport council officers regarding the use of the Managed Accounts Database
- Undertaking any other duties as required which are appropriate to the work of Diverse Cymru which are commensurate with the responsibility levels of the post and bearing in mind the developing nature of the service

Signed

Date