

Payroll & Finance Administration Volunteer

Role description & Person Specification

About us

Possability People is a disability charity based in Brighton & Hove with services across the city and into East and West Sussex. We are a user led organisation that promotes independent living for all and works toward equality by inspiring disabled people to identify barriers and define solutions.

Our Payroll team helps clients use Payroll and Supported Bank Accounts (SBA) to pay for their care and activities as part of their Direct Payments package

What we need

We need volunteers to support the smooth running of our Payroll & Accounts service. You will help with accurate data processing, administration and providing a friendly point of contact for clients and Personal Assistants.

Skills you will gain

- ✓ Written and verbal communication skills
- ✓ Professional telephone and customer service skills
- ✓ Problem-solving and responding to queries
- ✓ Experience supporting payroll and finance administration
- ✓ Confidence using Microsoft Office and Xero (training provided)
- ✓ Data entry and record-keeping skills
- ✓ Organisation, prioritisation and time management skills
- ✓ Attention to detail and accuracy
- ✓ Adaptability and confidence working as part of a team
- ✓ Knowledge and understanding of Direct Payments

What we offer

Before starting with us you will attend a Group Induction Day to familiarise you with our culture, ethos and working practices and to prepare you for your role.

All volunteers have a full induction into the role with ongoing training and support from their volunteer lead, including day-to-day supervision and quarterly one-to-ones. Volunteers are invited to attend team meetings and social events throughout the year.

You will have access to a range of free courses, including confidence building, computer skills, disability equality, customer services, and more.

If you are looking to get back into work we can offer additional resources and tool kits, whether that's around explaining a health condition to an employer, how to write a brilliant CV, or ways to build your confidence in the work place; after 6 months we can provide an employment reference for you.

Volunteering for us will give you the opportunity to meet new people and work alongside them to do things which you wouldn't or couldn't do alone e.g. challenging discrimination, reviewing services, delivering training.

Volunteers are made to feel welcome as part of the Possability People Team.

Context

This role is based at our Head Office in Kemp Town, Brighton.

Shifts are 9-1 or 1-5, Monday to Friday. We can usually be flexible with days and times if needed, but a commitment to regular shifts each week is essential. We ask for a minimum commitment of 1 shift per week for 6 months.

We are happy to discuss reasonable adjustments with you; for example, changes to shift times, provision of equipment, additional support needs.

This role is supported by our Senior Payroll & Accounts Assistant.

All volunteer appointments are subject to satisfactory references and DBS Clearance.

Role description

- Provide a welcoming and accessible service to clients, Personal Assistants and colleagues.
- Assist with general administrative tasks such as data entry, filing and correspondence.
- Open, sort and distribute incoming post.
- Scan and organise paperwork received onto the computer system.
- Update the client database with relevant documents and financial paperwork.
- Send letters and other monitoring forms on behalf of SBA service users.
- Send monthly statements to SBA clients.
- Audit client invoices to ensure they are within agreed budgets, referring any queries to the team where appropriate.
- Phone clients to authorise invoices.
- Assist the staff team with quarterly returns for NI and Tax purposes.
- Apply for PAYE schemes and enter authorisation codes on the HMRC website.
- Ensure that the policies and procedures are followed and at all times to recognise the Equal Opportunities policy.
- Maintain confidentiality on all enquiries received and all information regarding any clients.
- Attend internal and external training identified in line with role and aspirations.

Person Specification

These are some skills, knowledge and experience we are looking for. However, if you don't have these don't worry as we can offer training and development within these areas:

- Good attention to detail and an organised approach
- Reliable and able to make a regular time commitment
- Good written and verbal communication skills
- Confident telephone manner and ability to communicate clearly with a range of people
- Good IT skills, including confidence using data entry systems
- Experience of administration, finance, payroll or accounting
- Experience using Xero or similar systems
- Ability to maintain confidentiality
- Ability to handle information accurately and sensitively
- A customer-focused and empathetic approach when supporting people with a range of needs
- An understanding of disability issues and/or willingness to learn
- Knowledge of Direct Payments
- A commitment to the provision of quality services and support for disabled people.
- A commitment to the principles of equal opportunities for all service users.

Name:

Signed:

Date:

For more information on volunteering with us:

Web www.possabilitypeople.org.uk/volunteer

Email volunteer@possabilitypeople.org.uk

Phone 01273 89 40 40



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