The Children's Trust
For children with brain injury





Payroll Manager

Candidate Briefing Pack





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Registered charity number 288018 TCT_1821 09/24



Dear Candidate

Thank you for your interest in becoming a Payroll Manager at The Children's Trust.

We are the UK's leading charity for children with brain injury and neurodisability. We deliver rehabilitation, education and community services through skilled teams who work with children and young people, and their families.

We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As the Payroll Manager, you will report to the Head of Financial Operations. Your role will be to manage the generation of the monthly payroll, accurately and on time. You will provide oversight of the prompt payment of all statutory deductions and maintain a strong and effective relationship, working closely with the HR function (People Team).

You will be a natural and enthusiastic leader, able to support a high-performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

David Jenkins
Director of Finance



The Charity

The Children's Trust supports children and young people with brain injury and neurodisability to live the best life possible. From our national specialist centre in Tadworth, Surrey, and through our community services, we provide specialist rehabilitation, education, therapy, care and family support.

Our services include:

- specialist rehabilitation for children with acquired brain injury
- a non-maintained special school, supported by residential provision for children with complex education, health, therapy and care needs
- community-based clinical support for children and young people with acquired brain injury
- online information and resources for families, including our Bumps Happen hub and publications.

Our Tadworth site provides a child and family-focused environment, including residential accommodation, therapy facilities, outdoor space and specialist equipment. We work closely with the NHS, local authorities and other partners to help children transition between hospital, home, school and community life.

The Children's Trust is also the only paediatric centre with a national specialised commissioning contract through NHS England to provide brain injury rehabilitation for children with severe brain injury. Alongside this nationally commissioned work, our services are supported through local health, care and education funding, as well as voluntary fundraising.

Our work is made possible by around 550 committed staff and more than 1,000 volunteers, bringing together expertise across nursing, care, education, therapy, retail, operations, fundraising, communications, HR, finance and other support functions.





Our Strategy: achieving our goals together

The Children's Trust exists to support children and young people with brain injury and neurodisability so they can live the best life possible.

Every year, 40,000 children across the UK experience a brain injury and about 350 sustain a severe brain injury, many with devastating consequences. Some children lose the ability to walk, talk, learn or communicate. Their lives – and the lives of their families – are turned upside down. Their chances to thrive in childhood and beyond are put at risk.

Our 2025–2030 strategy sets out how we will respond to the growing and urgent need for specialist neurorehabilitation for children and young people, deepen our impact and reach more families across the UK.

At the core of our strategy is a bold ambition: to be the UK's leading provider of paediatric neurorehabilitation, transforming outcomes through expertise, compassion and innovation.

Children, young people and families are central to everything we do. This strategy focuses on what matters most to them – their goals, potential and quality of life – while working in partnership with the wider health, education and social care system to create lasting change.

Over the next five years, we will expand and strengthen our services, invest in life-changing neurotechnology, future-proof our outstanding school, and build a sustainable organisation that can help more children, sooner.

By 2030, we want to look back with pride at how far we have come. We want to see how many more children and families we have helped to achieve their goals, whether that's future career aspirations, learning to walk again, being able to speak, or playing with siblings.

"This strategy reflects both the scale of the challenge we face and the strength of our ambition. Demand for specialist neurorehabilitation is growing, and our responsibility is clear: to build on our decades of expertise, invest in innovation and work in partnership across the system to help more children achieve the best possible outcomes, now and in the future."

Mike Thiedke, Chief Executive, The Children's Trust

Our strategic goals to 2030

Our Goals:

- Goal 1 Delivering safe, effective and high-quality services
- Goal 2 Enhancing and expanding our neurorehabilitation services
- Goal 3 Future-proofing our education offer
- Goal 4 Investing in our people
- Goal 5 Strengthening our finances

You can find out more about our strategy: achieving our goals together here



Job Description

Job Title	Payroll Manager
Reporting Manager	Head of Finance
Direct reports	Payroll Supervisor
Level	Manager
Contract Type	Permanent
Location	Tadworth, Surrey
Salary	£60,000 per annum
Probationary Period	Five months – this is a regulatory requirement for all new employees of The Children's Trust.
Hours of Work	37.5hrs per week
Working Pattern	Monday to Friday
Hybrid Working	Available for this role, 60 – 40 split with 60% being office based on site. This is a non-contractual informal arrangement; the role holder must be flexible and may be asked to change days to come into the office. Anything outside of this is considered flexible working e.g. fixed day working from home.
Notice Period (after Probation)	12 Weeks
DBS	Enhanced with Child Barred List

Job Purpose

We are seeking an experienced, highly organised and proactive Payroll Manager to lead the accurate, timely and compliant delivery of payroll services at The Children's Trust.

Working within the Finance team, the Payroll Manager will oversee a complex monthly payroll, manage a team of two and ensure compliance with statutory requirements, organisational policies and internal controls.

The role requires strong technical payroll expertise, excellent attention to detail and a commitment to delivering a professional, customer-focused service. The successful candidate will work collaboratively with internal stakeholders, external providers and regulatory bodies, while actively contributing to payroll system developments and continuous improvement initiatives.



Duties and Responsibilities

Payroll Management and Operations

- Oversee the accurate and timely processing of the monthly payroll, including salaries, overtime, shift enhancements, statutory payments, deductions and amendments received from the People Team.
- Ensure payroll is processed in accordance with statutory requirements, contractual arrangements and organisational policies.
- Manage the administration and accurate calculations of statutory and enhanced contractual maternity and paternity pay, ensuring compliance with relevant legislation, organisational polices and employee entitlements, while working closely with the People Team.
- Oversee the payroll administration of employee sickness and absence, ensuring the accurate calculation and payment of Statutory Sick Pay (SSP) and enhanced contractual sick pay is in accordance with individual employee entitlements, organisational policies and statutory requirements.
- Maintain effective payroll controls, including starter and leaver processes, contract changes, gross-to-net reconciliations and payroll control accounts.
- Prepare payroll reports and management information, including overtime, bank staff expenditure and other ad hoc analysis as required.
- Manage salary sacrifice arrangements, including accurate administration, liaison with external providers and compliance with relevant legislation.
- Support the Head of Finance with payroll-related financial reporting and the preparation of relevant elements of the annual accounts.

Statutory Compliance and Reporting

- Ensure compliance with UK payroll legislation, including PAYE, National Insurance, statutory payments and Real Time Information (RTI) reporting requirements.
- Manage payroll year-end processes, including P60s, P11Ds, PAYE Settlement Agreements (PSAs) and associated statutory submissions.
- Ensure ongoing compliance with National Minimum Wage (NMW) and National Living Wage (NLW) legislation, reviewing pay arrangements, working hours, deductions and salary sacrifice arrangements to identify and address potential risks.
- Act as the main point of contact for HMRC, managing payroll-related queries and compliance matters.
- Maintain up-to-date knowledge of legislative and regulatory developments, ensuring relevant changes are implemented accurately and within required timescales.



Audit Management and Internal Controls

- Act as the main point of contact for internal and external auditors on payroll-related matters, including the annual financial audit.
- Coordinate payroll audit requirements, ensuring the timely provision of accurate reports, reconciliations, supporting documentation and explanations.
- Investigate audit queries, address identified issues and support the implementation of recommendations to strengthen payroll controls and mitigate risks.

Pension Administration

- Oversee the administration of the organisation's three pension schemes: Teachers' Pension Scheme, NHS Pension Scheme and Aviva, ensuring compliance with the specific requirements of each scheme.
- Manage pension contributions, reconciliations, reporting and statutory submissions, ensuring accuracy and adherence to relevant deadlines.
- Ensure compliance with pension legislation, including automatic enrolment, re-enrolment and associated reporting obligations.
- Act as the main point of contact for pension providers, resolving complex queries and providing payroll-related pension guidance to employees and internal stakeholders.

Systems Development, Automation and Process Improvement

- Work collaboratively with payroll software providers, the People Team, IT and other key stakeholders to support payroll system upgrades, enhancements and developments.
- Actively contribute to system improvement projects, identifying opportunities to introduce automation, streamline processes and reduce manual intervention.
- Participate in system testing, implementation and ongoing development, ensuring payroll requirements, data accuracy and statutory compliance are maintained.
- Act as the main point of contact for the payroll software provider, coordinating system-related queries and supporting the effective integration of HR and payroll systems.
- Identify opportunities to improve payroll efficiency, strengthen processes and enhance the overall delivery of payroll services.

Stakeholder Engagement and Customer Service

- Deliver a professional, accurate and customer-focused payroll service to employees across the organisation.
- Build and maintain effective working relationships with key stakeholders, particularly nursing, care, education, People and Finance teams.
- Act as the senior point of escalation for complex payroll queries, including those raised by the People Team, Legal Team and other internal stakeholders.



- Provide specialist payroll advice and guidance on legislation, contractual arrangements and organisational policies, ensuring complex issues are investigated and resolved appropriately.
- Support employees with payroll-related queries, including PAYE and tax code matters, providing clear guidance and assistance when communicating with HMRC.

Team Management and Leadership

- Lead, manage and develop a payroll team of two, ensuring the accurate, timely and compliant delivery of payroll services.
- Provide technical guidance, supervision and support, promoting high standards of performance, accountability and customer service.
- Oversee workload allocation, team development and appropriate cover arrangements to ensure payroll continuity and deadlines are maintained.
- Foster a collaborative and supportive working environment, encouraging continuous improvement and professional development.

Professional Standards

- Demonstrate professionalism, integrity and confidentiality when handling sensitive payroll and employee information.
- Adhere to The Children's Trust policies, procedures, values and expected behaviours.
- Maintain appropriate professional boundaries and demonstrate accountability in all aspects of the role.
- Proactively identify and escalate concerns, risks and opportunities for improvement.
- Undertake other reasonable duties as required to support the effective operation of the Finance team and the wider charity.

Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

Health and Safety

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (Vantage), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

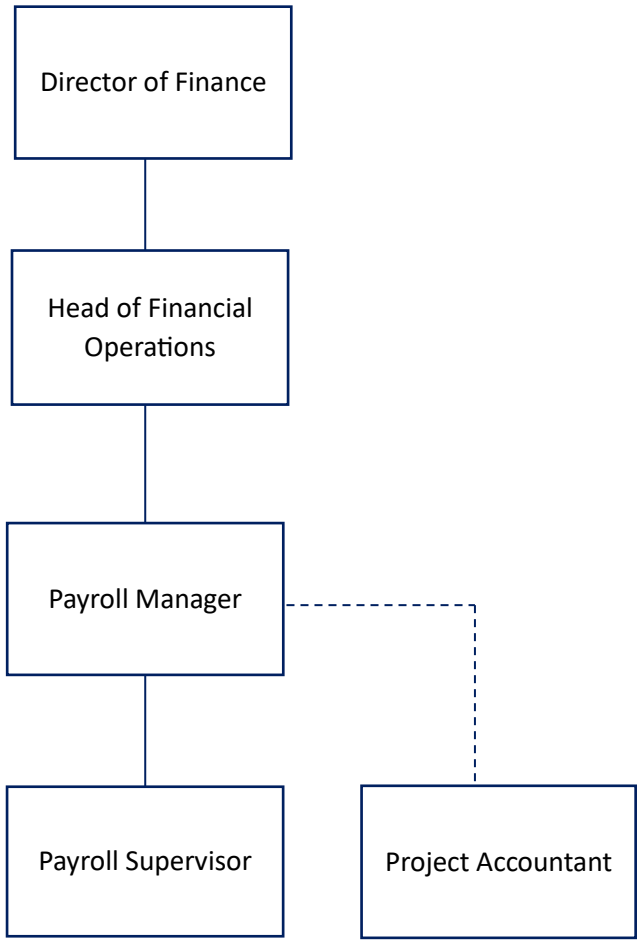


Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential or Desirable
Education & Qualifications	• A recognised payroll qualification from the Chartered Institute of Payroll Professionals (CIPP), or an equivalent professional payroll qualification.	**Desirable**
Experience	• Substantial experience in payroll management, including responsibility for processing complex payrolls. • Strong working knowledge of UK payroll legislation, including PAYE, National Insurance, statutory payments and National Minimum Wage requirements. • Experience administering workplace pension schemes and managing associated reporting and compliance obligations. • Experience managing, supporting and developing a payroll team. • Previous payroll experience within a healthcare organisation or the NHS, with an understanding of complex pay structures, shift enhancements and associated payroll requirements. • Experience administering NHS Pension and/or Teachers' Pension schemes. • Experience contributing to payroll system upgrades, implementations, automation or process improvement projects.	**Essential** **Essential** **Essential** **Essential** **Desirable** **Desirable** **Desirable**
Skills, Abilities & Knowledge	• Strong analytical skills, with experience in payroll reconciliations, financial reporting and internal controls. • Excellent communication and interpersonal skills, with the ability to provide specialist advice and resolve complex payroll queries. • Strong problem-solving skills and the ability to take ownership of payroll queries and issues.	**All Essential**
Personal Qualities	• Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. • Commitment to maintaining personal wellbeing and the wellbeing of colleagues.	**All Essential**



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion
To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. Read more about our EDI work

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

