

# Community Action Suffolk Recruitment Pack

## HR and Payroll Officer



# Welcome from Hannah Reid, Chief Executive of Community Action Suffolk

Dear Applicant

Thank you for your interest in working for CAS and the role we are currently advertising.

CAS is a diverse and responsive organisation and I am incredibly proud to lead such a trusted and passionate team. Our enabling work has such a positive impact on VCFSE organisations and the communities they serve.

This application pack should provide you with all the information you need about the role, as well an idea as to what CAS is all about, what we do and where we see our future.

We achieve this through our high performing and motivated staff team as well as our person centred approach to our work keeping people and communities at the heart of what we do. As well as making a difference in our communities you will find that the CAS team provide a friendly and collaborative environment to work in and no two days are the same.

I hope that you will find this opportunity both interesting and exciting and will consider submitting an application to join us.

Hannah Reid, Chief Executive



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# About CAS

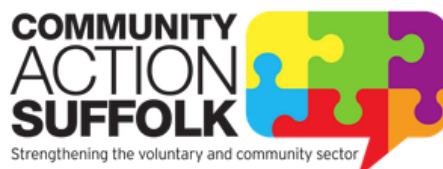
We exist to ensure the sector is supported, safe and sustainable. We provide (or signpost) whatever is needed behind the scenes to enable this, so the sector can concentrate on doing what it does best – making Suffolk an incredible place in which to live and work. CAS supports organisations in the sector to enable them to operate more effectively. We provide a voice for organisations and groups who may not otherwise be heard and represent their interests to the private and public sectors. We do this through conferences, workshops, events, specialist networks, and by consultation with the sector. We work closely with a wide variety of partners from other sectors including Suffolk County Council, Borough and District Councils, Town and Parish Councils, Health and Police, along with partners from the private sector such as New Anglia Local Economic Partnership and local businesses. All these parties have a vital role in improving the lives of people in Suffolk and by working together we ensure Suffolk is the best place it can be for all those living and working here.

## Our Vision

Community Action Suffolk's vision is that Suffolk is a county where every community aspires, thrives and grows.

## Our Mission

Community Action Suffolk's mission is to strengthen and champion community action in Suffolk by supporting the voluntary, community and social enterprise (VCFSE) sector in its work.



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Our mission is underpinned by our **4 Strategic Priorities...**

**1. Focus on sustainable income growth to ensure CAS remains an essential business in Suffolk, driven by continuous improvement**

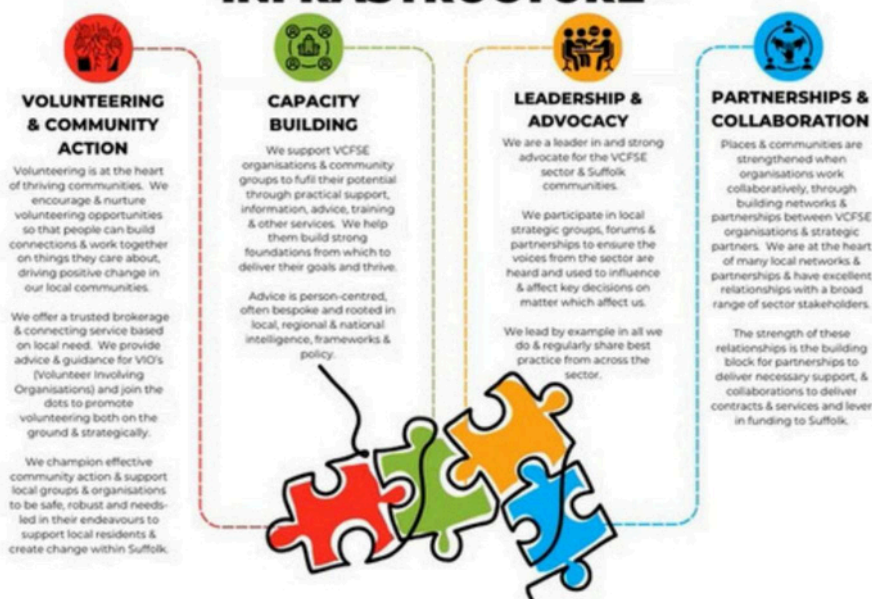
**2. Deliver high quality needs-led services which enable Suffolk's VCFSE sector to deliver projects, activities & services in our communities in a safe, robust & sustainable way**



**3. Promote the 4 functions of local infrastructure to increase awareness & understanding of our role with key stakeholders**

**4. Champion, promote & advocate for, the VCFSE sector in Suffolk in order to create & maintain influential, equitable & beneficial relationships across sectors**

## • CAS 4 FUNCTIONS OF LOCAL INFRASTRUCTURE •



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# CAS VALUES



Collaborative



Enabling



Person  
Centred



Trusted

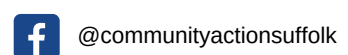
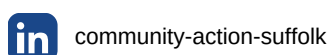


Responsive

Our **values** represent who we are, how we work, our aspirations, purpose, & our goals.

Chosen by our staff team, we reflect them in everything we do both internally and externally.

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# The role at a glance

**Hours** - 15-20 hours per week

**Salary** - £27,300 to £29,400 FTE dependent on experience

**Start date** - May 2026

**Location** - Office base - Brightspace, Ipswich with blended working available

**Accountable to** - Associate Director of People and Cultural Development

**Contract term** - Permanent

**Closing date for applications** - Applications for this role will be reviewed and considered on an ongoing basis until the role is filled. Interviews will be arranged according to availability.

Should you not hear from us within 10 working days from receipt of your application you have not been selected for an interview.

Please contact [Louise.Bradshaw@communityactionsuffolk.org.uk](mailto:Louise.Bradshaw@communityactionsuffolk.org.uk) for any queries regarding your application



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Apply Now



# How to Apply

## To apply you will need to complete our application form

Applications for this role will be reviewed and considered on an ongoing basis until the role is filled. Interviews will be arranged according to availability.

We therefore encourage you to submit your application at the earliest opportunity to avoid disappointment, as we reserve the right to close this job listing once a successful candidate is appointed.

Should you not hear from us within 10 working days from receipt of your application you have not been selected for an interview.

### For further information on the job role, please contact

[louise.bradshaw@communityactionsuffolk.org.uk](mailto:louise.bradshaw@communityactionsuffolk.org.uk)

You can find a link to the application form via our vacancies page on our website: <https://www.communityactionsuffolk.org.uk/about-cas/vacancies/>

### As part of your application you will be asked to:

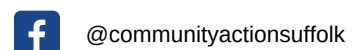
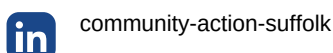
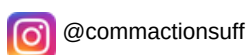
- Tell us why the position appeals to you, and how your skills and experience demonstrate your suitability for the role.
- Provide full details of your education and employment history including dates
- Include how you have demonstrated the CAS values of: Person Centred, Collaborative, Trusted, Responsive and Enabling within your supporting statement
- Provide details of two referees. One of your referees should be your current or most recent employer. All posts are subject to satisfactory references as detailed in the selection process section below.

Your completed application form should be sent to

[Louise.Bradshaw@communityactionsuffolk.org.uk](mailto:Louise.Bradshaw@communityactionsuffolk.org.uk) or posted to Community Action Suffolk, Brightspace, 160 Hadleigh Road, Ipswich, IP2 0HH. Please mark your application for the attention of Susan Butler.

When submitting an application please state where you saw the post advertised.

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## JOB DESCRIPTION

<b>JOB TITLE:</b> HR and Payroll Officer	<b>SALARY :</b> £27,300 - £29,400 FTE
<b>HOURS :</b> 15-20 hours per week	<b>LOCATION:</b> Office base Brightspace, Ipswich with blended working
<b>ACCOUNTABLE TO:</b> Associate Director of People and Cultural Development	<b>TERM:</b> Permanent
<b>JOB PURPOSE</b>	
<p>Be responsible for the accurate and efficient day to day administration and guidance of CAS HR function</p> <p>Assist in the effective implementation of HR policies and procedures, providing appropriate and employee focused advice</p> <p>To administer the payroll process for CAS and provide administrative support to the smooth running of the payroll function</p> <p>To be an ambassador for CAS, supporting and promoting CAS's diverse range of products and services</p> <p>To be a positive and flexible member of a high performing, innovative and enterprising CAS team</p>	
<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<p><b>Be responsible for the accurate and efficient day to day administration and guidance of CAS HR function</b></p> <p>Provide effective administrative support to all aspects of the employee lifecycle. This includes recruitment, selection &amp; induction, starters, leavers, change of terms, learning and development and employee engagement</p> <p>To keep the HR Management System (HRMS) records and spreadsheets data up to date in a timely and accurate manner and in line with data management procedures</p> <p>Provide people management statistics and reports from the HRMS and monitoring spreadsheets in accordance to the reporting calendar and upon request</p> <p>Coordinate and support training and development activities for all staff, internally, online and with external training bodies as required</p> <p>Organise and distribute staff communications which include pulse surveys, HR updates and briefings</p>	

Manage electronic and paper-based systems, chasing outstanding items where needed, filing and archiving employee administration in line with our data protection and retention policy

Support the Associate Director of People & Cultural Development in preparing employee relations casework, pay awards, etc

Manage the DBS application process for new staff and renewals where applicable

Undertake any HR projects as requested by the Associate Director of People & Cultural Development

**Assist in the effective implementation of HR policies and procedures, providing appropriate and employee focused advice**

Work closely with the Associate Director of People & Cultural Development to understand and implement policies and procedures such as performance management, equal opportunities, disciplinary procedures and absence management

Provide policy and employee focused advice to managers and employees as required

Assist in updating or writing new policies and procedures as required

Maintain the review schedule of policies and procedures to ensure policies are updated in a timely manner

Disseminate new or update policies and procedures to staff and collate acknowledgement acceptance and feedback

**To administer the payroll process for CAS and provide administrative support to the smooth running of the payroll function**

Ensure accuracy, completeness and timely provision of the administration of the monthly payroll for checking by the Associate Director of People & Cultural Development and signing off by the Head of Finance

Gather and input monthly data including starters, leavers, sickness and other one-off charges or payments

Liaise with managers and budget holders to ensure additional information is received in good time and changes to pay are authorised at the appropriate level before submission for checking by the Associate Director of People & Cultural Development

Administer payroll compliance as required eg. PAYE, NIC, Pension and Auto-enrolment

Ensure timely electronic distribution of payslips

File monthly payroll records

Assist with extracting payroll information and compiling reports as required

Administer the pension function of the payroll software and ensure payroll changes are actioned and pension letters are distributed



Manage any pension or payroll queries.

Ensure all data is controlled and processed in line with CAS Data Protection Policy

**To be an ambassador for CAS supporting and promoting CAS's diverse range of products and services**

To develop and maintain an expert working knowledge about the diverse range of CAS's products and services and seek to raise awareness and promote these wherever possible

To be a first point of contact to share knowledge about who to turn to for support in CAS

To work with the wider CAS team to raise awareness of CAS's services and activities so they can promote our diverse range of projects to their stakeholder groups

To actively promote the benefits of CAS Network

**To be a positive and flexible member of a high performing, innovative and enterprising CAS team**

To work collaboratively with colleagues to find solutions to issues as they arise

To demonstrate and apply the CAS values in the services supplied

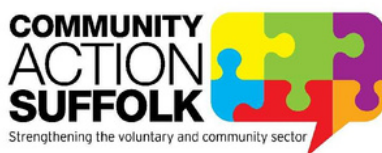
Undertake any other duties as requested by the CAS ET team

**PERSON SPECIFICATION**

E- Essential / D- Desirable

Assessment methods: I – Interview / P- Presentation / AP- Application Form / T-Test

	E/D	Assessment method
<b>Qualifications</b>		
CIPD Level 3 qualification or equivalent or demonstrable experience	E	I/AP
CIPD Level 5 qualification or equivalent or demonstrable experience and working at this level	D	I/AP
<b>Knowledge, Experience and Skill</b>		
Previous experience of working within a HR department in a generalist capacity dealing with a range of tasks	E	AP,I,P
Evidence of advising managers and staff on day to day HR and policy and procedural matters	E	AP,I,P
Experience of managing employment relations cases	D	AP,I
Accurate data entry skills	E	AP,I
High levels of honesty, integrity, discretion and attention to detail	E	AP,I,P



Highly developed written and communication skills with the ability to prepare comprehensive reports as required	E	AP,I
Numerate with the ability to understand and accurately process a variety of calculations	E	AP,I
Good initiative and problem-solving skills	E	AP,I
Experienced in dealing with sensitive and confidential information including an awareness of GDPR	E	AP,I
Highly IT literate and proficient in the use of MS Office applications - Outlook, Word, Excel, Powerpoint	E	AP,I,P
Strong organisational and time management skills with the ability to manage multiple tasks	E	AP,I
Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts	E	AP, I, P
Demonstrable ability to prioritise and manage own workload to deadline and achieve objectives set	E	AP,I
Knowledge of HR management and/or payroll systems	D	AP,I
Payroll experience	D	AP,I
Ability to work independently as well as in a diverse team	D	AP,I
A commitment to promoting equality and diversity, providing an inclusive and co-operative environment in which all individuals working for the organisation feel respected and able to give of their best.	E	AP,I
A willingness to learn new skills and approaches and to share experiences with others	E	AP,I
Flexible and able to work with limited resources and adapt to changing circumstances	E	AP,I
Experience of working in the voluntary sector	D	AP,I
<b>Attributes</b>		
A commitment to CAS, our values and an understanding of our services	E	AP,I
A commitment to tackling inequalities, promoting diversity and inclusion across all services	E	AP
Excellent team player with a positive attitude, flexible and a can-do attitude to “muck in” where required	E	AP
A collaborative and solution-based approach to solving problems.	E	AP,I
Ability to self-manage, organise, balance, and deliver against a range of competing priorities	E	AP,I
An ability to contribute to an emotionally healthy and fun working environment	E	AP
Frequent travel around the county and so an ability to travel within Suffolk or further afield as necessary	E	AP,I



## to completing our Application Form

CAS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our Equal Opportunities Policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for an interview.

Please ensure you fully read the Job Description and Person Specification for the role before completing the application form.

The application form is in two sections and section A and the Equal Opportunities Form will be separated from the application before being given to the recruitment panel for shortlisting.

Your application will be assessed against the responses you provide in section B. Please ensure you relate your answers on your application to the requirements set out in the person specification and where possible provide examples. Please address each point in sufficient detail as incomplete sections may impact on the likelihood of your application being shortlisted.

**Please do not send us a CV** as part of your application or to apply for the role. We will only consider candidates who have completed the application form. If there is insufficient space on the application form, you may attach supplementary sheets but please include your name and the position you are applying for.



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# Benefits of working for CAS

Our people are passionate about what we do and the difference it makes to the communities we work in and the people that live in Suffolk. Working in the Voluntary, Community and Social Enterprise sector has never been more interesting, offering talented people the opportunity to innovate, use their skills and expertise to make a difference.

We recognise that our people are central to what we do and the services we provide. We are committed to creating positive and fulfilling roles and providing environments where people flourish, develop and have the opportunity to make a real difference in delivering good quality services.

The benefits we offer to colleagues to support them in delivering their crucial role includes the following:

- ✓ Blended working where role allows
- ✓ Flexible working options to support work/life balance
- ✓ 33 days increasing to a maximum 36 (FTE) annual holiday which includes an allowance for bank holidays
- ✓ Up to 4% matched pension contribution
- ✓ 2 days pro rata volunteering days to support volunteering in Suffolk
- ✓ Staff Discounts Scheme for a range of retailers including; shopping, holidays, insurance, eating out and health and leisure activities
- ✓ Company Sick Pay Scheme
- ✓ Continued Professional Development for job related development
- ✓ Family Friendly policies and practices
- ✓ Tailored induction

# Selection Process

Shortlisted candidates will be contacted and offered an interview date and time. Candidates will be notified of the method of interview. If the interview is face to face you will be notified of the location the interviews will be held and provided with directions. All interviews will be confirmed via email once agreed.

As part of the interviews candidates will be required to take part in a discussion or presentation about our CAS values. The format for this discussion will be confirmed when the interview date and time is accepted.

## Referees

Always ask your referees permission before giving their contact details for your application. One of your referees should be your current or most recent employer/line manager, academic tutor or a volunteer manager if applicable. Please do not give details of family and friends.

Referees will only be contacted after an offer has been made and accepted. We will confirm with you before we approach your referees.

## Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout our recruitment process and we will always endeavour to be as accommodating as possible.

If you require a different format of the application form, such as large print, or you would like to discuss any specific requirements, please get in touch with us at [Susan.butler@communityactionsuffolk.org.uk](mailto:Susan.butler@communityactionsuffolk.org.uk) or call 01473 345400 and ask to speak to a member of the HR Team.

## Equality, Diversity and Inclusion

CAS is an equal opportunities employer which welcomes applications from all sections of the community.

Everyone can expect to be treated with consideration and respect and CAS is committed to providing an inclusive environment for all. Good working relationships enable the full potential, creativity and productivity of each individual, in an atmosphere where everyone can learn and work without prejudice, discrimination or harassment.

The application pack contains an Equal Opportunities Form which we encourage you to complete and return with your application. Please be assured that this form is not part of the application process and it is removed prior to the shortlisting process.

The data we obtain from these forms is analysed to support our commitment to equal opportunities and the information will be used to help guide our recruitment strategies.

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# Why work for Community Action Suffolk?

## Here's what our staff have to say...

"Every day is different at CAS because the services we offer are so varied, and you never quite know what ideas or challenges our customers will want support with. This provides lots of opportunities to connect and collaborate with colleagues across the organisation, who may be working with the same people, or have relevant knowledge or skills to support you with your work. Working in this way is a great way to get to know colleagues across different teams and to share ideas and experiences, and staff are very supportive of each other.

As an organisation, CAS enables staff to have an effective work life balance, through blended working policies, and flexibility with working hours when needed. Due to this, I have been able to move from part time working into a full time role that fits around my commitments as a parent.

In the 6 years I have worked for CAS I have been able to progress through variety of roles. Having started at CAS as the receptionist, this gave me a great understanding of the wide range of services and support that CAS provides. I have been given the opportunity to undertake training, learn new skills and work on a variety of projects over the years and now co-ordinate 2 projects within the organisation."

"CAS show they care for their employees. As I had dedicated 10 years to customer service at XXXX, I was nervous about moving on to a new career, but CAS has definitely proved most beneficial for me and my family. My health and wellbeing have improved massively and the work environment, including all the staff, have been most welcoming – it's a joy to be at work."

"Having worked in the corporate world for over 30 years. Working for CAS has been like a breath of fresh air. I received a very warm and professional induction. The staff are extremely helpful, friendly and nothing is too much trouble. A thoroughly enjoyable place to work."

"When I started working at Community Action Suffolk, I was taking a leap from part time work around my young family to working full time. They assured me that flexible working was in place and now, nearly two years on, I wish I had joined sooner! CAS ensures there doesn't have to be a choice between being a parent, or working, by allowing for there to be a healthy work-life balance. The team is amazing, everyone supports each other, it really is a joy to come to work and see colleagues. Everyone is valued and, as an organisation, the staff really are kept at the heart of the work they do. Training opportunities, personal CPD and staff progression are encouraged, which allows for personal and professional growth at your own pace. The projects that CAS run are really varied, but everyone supports each other and genuinely takes interest in what is going on within the community. I feel fortunate to be part of a fantastic organisation who I am proud to represent and work for."

I recently moved from working in the intense investments industry to Community Action Suffolk. I have really appreciated the change in working environment, and the care CAS gives their employees. From my first day, I felt welcomed and part of the team. The inductions provided to me, gave me an opportunity to gain a greater understanding of how CAS operates, and everything that it has to offer. Being a Support Services Assistant and part of the Reception team, I enjoy meeting such a variety of people and everyday has something new to offer. I would describe CAS as a very open, welcoming and friendly place to work.

"Well, what can I say! I've been here since 1998 and I can honestly say I fell into my first job here purely by chance. I didn't know anything about the charity or what it did at that point, and I applied on a whim! I liked the sound of it. I started as a part time secretary and librarian (for the smallest library ever!). Since then, I have undertaken various roles at CAS and within one of its predecessor organisations, varying from working with Village Halls, being the Rural Transport Partnership Officer, Quality Standards Officer, Reception and Buildings Supervisor and Community Oil Buying Co-ordinator! Pretty varied roles I'm sure you'll agree. Currently my work is around undertaking Research and supporting our Network Membership scheme. The one consistent thing throughout my time with CAS is the lovely people you get to meet and work with. That is the overriding comment made when people join or leave the organisation, that everyone here is lovely and that we all work as a team. Though many of us work in different areas, on different projects and at different times of the day and week and from different locations, there is always someone around who you can bounce ideas around with, ask for help from or simply have a chat with."

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# Get in touch



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website

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Call us on 01473 345400

or email

*[info@communityactionsuffolk.org.uk](mailto:info@communityactionsuffolk.org.uk)*



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