

Job title	Residents Accounts Associate.
Reports to	Manager, Revenue Services.
General scope of post	<p>Reporting directly to the Manager, Revenue Services, the jobholder is part of a team responsible for maintaining resident account information in the Trust's primary systems to facilitate income processing requirements, client administration and billing.</p> <p>The Revenue Services team has significant contact with most homes, local authority and other care funding partners and with our internal departments. The jobholder will be expected to build & maintain exceptional working relationships with all key stakeholders to deliver a best-in-class service.</p> <p>The role is integral to our "Finance Shared Services" team within the Trust. This means the jobholder will be working alongside a group of people who are all focused promoting the financial integrity and operational efficiency of the Trust through exceptional accounting, income processing, accounts payable and payroll services.</p>
Key accountabilities	<ul style="list-style-type: none"> • Accurately records and maintains resident account information in the Trust's primary systems to facilitate income processing requirements, client administration and billing; • Ensures that new admissions, discharges and other account variations are correct on to the Trust's primary system to maintain accuracy, completeness and timeliness of data and resident accounting records; • Processes adhoc billing and advance fees in a timely and accurate manner; • Liaises with local authority and other care funders to ensure that fees are being processed accurately and to resolve any disputes are payment; • Researches and prepares resident / local authority credits for refund approval. Coordinates with Accounts Payable and Payments function to process approved refunds; • Ensures that resident statements are sent with accurate information when requested; • Provides departmental cover as and when required according to Manager's instructions; • Accurately and timely records data in financial systems such as Coldharbour and prepares journal entries in Coda as part of monthly close where necessary; • Assists in maintaining and archiving resident account data and records in a safe manner to ensure compliance with data protection and VAT regulations. Provides supporting documentation and assistance with internal and external audits; • Liaises with Home Managers and Home Administrators as necessary to ensure that resident records are correct and that any queries or problems are resolved, delivering excellent customer service standards. Escalates process issues and non-conformance as required; • Ensures and maintains strict confidentiality over employee data and proprietary Trust information, ensuring full compliance with Data Protection Act provision and internal policies;

Job Description for Residents Accounts Associate

- Investigates and corrects billing enquires from local authorities and residents. Timely and accurately adjusts fees as necessary;
- Provides support to the wider team by taking calls and payments from the main incoming phone lines

Number of direct reports	This position has no direct reports.
Financial responsibility	A member of the Residents accounts team responsible for income processing and billing, ensuring that invoices are raised in an accurate and timely manner, in line with invoicing protocols and for the achievement of cash collection targets. Refer to current financial metrics document for current year responsibilities.
Knowledge, skills and abilities	Detailed requirements for technical knowledge, skills and abilities for this position are outlined in the person specification. The jobholder will have a track record of proven experience in the above key accountabilities, specifically within a high volume and fast paced environment.

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Person Specification

ESSENTIAL	DESIRABLE
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • 2 A Level passes (grades A*- E) plus 3 GCSE passes at grades A-C; • Recognised Accounting Technician or Bookkeeping Qualification; • Has shown evidence of own career and professional development. <p><i>Note: If the individual has a thorough working knowledge of accounts payable and payment processes and is able to prove competence and relevant experience then qualification requirement may be waived.</i></p>	
<p><u>Knowledge and Experience:</u></p> <ul style="list-style-type: none"> • Extensive experience working in accounts receivable / sales ledger function with large, multi-site organisation; • Knowledge of funding for elderly care including local authority funding, and other forms of financial assistance; • Excellent systems experience including proficiency in Microsoft Excel (Intermediate level such as pivot tables and v look ups) and Word. Good working knowledge of general ledger and accounts receivable systems; • Demonstrated mathematical and analytical knowledge the ability to choose the right mathematical methods or formulas to solve a problem; 	<ul style="list-style-type: none"> • Previous experience of Coldharbour Income Processing system; • Experience of working in the care or 'not for profit' sector. • Experience of working for a multi-site organisation.

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<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Carries out individual responsibilities within a team structure. Shares information and ideas across the team and contributes towards team development and performance to achieve goals; • Demonstrates a strong work ethic, and preserves in order to achieve results and meet deadlines; • Maintains effective performance under pressure but knows when to ask for assistance from appropriate individuals; • Able to communicate information and ideas (written or orally) in a clear, concise manner; • Proactively seeks out opportunities to improve current processes and contributes ideas to continuously improve the quality of service provided by the function; • Conducts self in a professional manner at all times and respects the rights and feelings of others; • Understands the importance of confidentiality, financial controls and accounts receivable procedures; • Pays care and attention to the quality of work output. Continues to learn and develop the competencies required for current and future roles; • Understands the goals and strategies of the Trust and aligns own work accordingly. Understands how the job responsibilities relate to the larger work of the Trust; • Able to work independently under own direction and initiative in a time sensitive environment. • Ability to prioritise and organise workload, multi-task, adapt quickly to change, and deliver under the pressure of deadlines. 	
<p><u>Ability to meet job requirements</u></p> <ul style="list-style-type: none"> • Meets legislative requirements governing the right to work in the UK; • Very fluent in English; • Willing to work overtime as needed to meet requirements; • Willing to attend meetings and training in other Trust locations during office hours; 	