

Role Profile for Senior Residents Accounts Associate

Job title	Senior Residents Accounts Associate
Reports to	Billing & Customer Services Manager, Revenue Services
General scope of post	Reporting directly to the Billing Manager Revenue Services, the jobholder will provide cover in the absence of the Manager and adopt her duties. The job holder will be part of a team responsible for maintaining resident account information in the Trust's systems to facilitate income processing requirements, client administration and billing. The jobholder will also cover additional tasks performed by the Manager.
Key accountabilities	<ul style="list-style-type: none"><input type="checkbox"/> Accurately records and maintains resident account information in the Trust's systems to facilitate income processing, client administration and billing;<input type="checkbox"/> Ensures that new admissions, discharges and other account variations are input on to the Trust's system to maintain accuracy, completeness and timeliness of data and resident accounting records;<input type="checkbox"/> Processes adhoc billing and advance fees in a timely and accurate manner;<input type="checkbox"/> Liaises with local authority and other care funders to ensure that fees are being processed accurately and to resolve any disputes are payment;<input type="checkbox"/> Researches and prepares resident / local authority credits for refund approval.<input type="checkbox"/> Provides departmental cover as and when required according to Manager's instructions;<input type="checkbox"/> 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;<input type="checkbox"/> 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;<input type="checkbox"/> Ensures and maintains strict confidentiality ensuring full compliance with Data Protection Act provision and internal policies;<input type="checkbox"/> Prepares and submits Zero Mandate File to Banking team for processing monthly.<input type="checkbox"/> Extracts monthly Direct Debit File for reconciliation and submission to banking team. Posts all direct debits to resident accounts accurately and timely. Prepare and submit ad-hoc Direct Debit files when required.<input type="checkbox"/> Returned DD File Generation & Posting to IP<input type="checkbox"/> GCC Consolidated Invoice Generation & Posting to IP<input type="checkbox"/> GCC, WCC & OCC Manual Invoicing<input type="checkbox"/> Ad-Hoc Coda Invoicing<input type="checkbox"/> Manual invoices redesigned using Microsoft Access<input type="checkbox"/> Acts as 1st point of escalation in absence of Manager
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.

Knowledge and Experience

- ☐ 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), Word, and Access. 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;

Skills and Abilities

- ☐ 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.

Ability to meet job requirements

- ☐ Meets legislative requirements governing the right to work in the UK
- ☐ Very fluent in English
- ☐ Willing to work overtime as needed to meet requirements

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