

**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| Job Title: Financial Services Assistant  Responsible to (insert job title): Financial Services Team Leaders  Department(s): Financial Services  Directorate: Finance  Operating Division: Corporate  Job Reference: CAJE 5283(REV24)  No of Job Holders: 7 | |
| 2. JOB PURPOSE | |
| Financial Services teams cover a range of activities, including provision of Accounts Payable, Accounts Receivable, Financial Accounting and Treasury functions.  The postholder will support Financial Services Team Leaders in order to provide an integrated area wide financial service across NHS Tayside, working flexibly between teams when required. In particular to:   * Ensure that supplier/contractor invoices, invoices requests, credit notes and other payment documents are processed timeously and accurately. * Carrying out credit control as appropriate, to minimise bad debts. * Provide advice and guidance to finance and non-finance colleagues on all aspects of the Financial Services functions. * Investigate enquiries from suppliers / customers and provide advice and assistance as required. * Ensure that processes are undertaken in compliance with the Board’s Standing Financial Instructions and other statutory requirements. * Ensure that the workload is completed accurately and in line with financial timescales in order to enable NHS Tayside to report on its financial performance on a monthly basis and to contribute to the production of the statutory accounts. | |
| **3. DIMENSIONS** | |
| Within NHS Tayside the Financial Services function is undertaken by centralised multi skilled teams with responsibility for processing and maintaining all financial records for the whole of Tayside for both Exchequer and Endowment accounts. The accurate and timely production of financial information is essential to allow the Management Accounting function to produce revenue and capital budget reports and to ensure completion of the Board’s Statutory Annual Accounts. Financial Services is responsible for processing expenditure to the value of £1.172 billion and income to the value of £0.783 billion  Financial Services has a key role in ensuring the efficiency, effectiveness and integrity of financial systems and processes. | |
| 4. ORGANISATIONAL POSITION | |
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| 5. ROLE OF DEPARTMENT | |
| Within NHS Tayside the Financial Services function is undertaken by centralised multi skilled teams with responsibility for processing and maintaining all financial records for the whole of Tayside for both Exchequer and Endowment accounts. The accurate and timely production of financial information is essential to allow the Management Accounting function to produce revenue and capital budget reports and to ensure completion of the Board’s Statutory Annual Accounts. Financial Services is responsible for processing expenditure to the value of £1.172 billion and income to the value of £0.783 billion.  Financial Services has a key role in ensuring the efficiency, effectiveness and integrity of financial systems and processes.  **Accounts Payable**  The Accounts Payable function is primarily responsible for ensuring that all supplier invoice/credit notes and other authorised documents are processed and that on a daily basis payment schedules are produced, and payments made to settle the Board’s creditors. It is important that payments are made in line with suppliers’ payment terms to ensure continuity of all services across NHS Tayside.  **Financial Accounting / Endowments**  The Financial Accounting **/ Endowments** function is responsible for co-ordinating all input to the financial system and is responsible for ensuring timeous completion of the financial ledger in line with agreed financial timetables in order that management accounting colleagues can produce and monitor monthly budget reports and other reports.  **Accounts Receivable**  The Accounts Receivable function is responsible for all sales invoicing and credit control processes for NHS Tayside, reporting on a regular basis on its performance to senior management. Also for the provision of a credit control function for NHS Grampian.  **Treasury**  The Treasury Function is primarily responsible for maintenance of NHS Tayside’s exchequer bank account, providing input to General Ledger by maintaining Cash Books. Responsibilities of the Treasury function include preparing and monitoring NHS Tayside’s cash flow, and for processing NHS Tayside’s out of course payments.  **Office Services and Site Management –**  The Office Services function performs an important role in the running of the Maryfield site and the reception of visitors to Health Service departments on site. Duties include dealing with all incoming and outgoing mail and assuring that all NHS Tayside staff receive their payslips on time. Site Management role includes organising and coordinating health and safety throughout the site including First Aid, General Health and Safety, site security, environmental controls within computer rooms and compliance with Display screen regulations. Duties also include organising repairs to the building fabric.  The post holder supports the Team Leaders in delivering a variety of functions ensuring that a high quality and robust Financial Service is provided on behalf of NHS Tayside. In providing this service the postholder will ensure that processes are undertaken in accordance with the procedures and internal control mechanisms. The postholder will investigate enquiries from suppliers / customers / other staff from all levels and disciplines and will provide assistance and advice on a daily basis. | |
| 6. KEY RESULT AREAS | |
| Staff Management Development and Training  * Provide advice or demonstrate own activities or workplace routines to new or less experienced staff in own area of work as required. * Attend and participate in training provided at an establishment other than the workplace.  Service Output Requirements  * Contribute to the provision of an efficient and accurate Financial Services function in line with agreed timetables thereby assisting in the provision of financial information for management accounts to report on an accurate and timely basis on NHS Tayside’s financial performance. * Process / issue invoices and credit notes, ensuring all necessary checks to comply with the Board’s Standing Financial Instructions and Operating Procedures are carried out including checking for appropriate authorisation and accuracy of figures. Will also ensure Construction Industry Scheme treatment and VAT treatment is applied correctly. * Responsible for carrying out validation checks and cross checking of colleagues data input for accuracy to ensure correct payments / charges are issued. * Keying information accurately onto the computerised purchase / sales / general ledger system. * Scan documentation onto the data capture system, verify images, add index for searches and release images to database to allow remote access to images by authorised users. * Check, validate and amend as necessary data interfaced from other feeder systems, including matching of invoices, scanned through DB Capture, to Pecos orders within eFinancials. * Assist in the maintenance and analysis of control documents to provide a reconciliation between invoices / invoice requests received and invoices processed. * Maintain records and complete tax vouchers to enable control over Construction Industry Scheme (CIS) transactions. * Ensuring that invoices / credit notes are processed accurately, promptly and that appropriate VAT treatment has been applied. * Maintain responsibility for own workload management. * Adhere to discounted invoices that they comply with allocated timescales. * Assist in the maintenance of suppliers / customers details including names, addresses and bank details. * Respond to queries from suppliers / customers by telephone, fax, letter and email. * Liaise with authorising departments and procurement staff regarding invoice payments. * Daily processing of debit/credit card transactions ensuring payments are recorded on customer accounts. * Ensure all Cheque Remittances contain the necessary information prior to passing to the Treasury Section for allocation and banking. Liaise with payer where incorrect payment has been submitted. * Informing AR Team Leader if customer requests to repay debt by instalments, ensuring details of agreement is recorded against invoice and control spreadsheet. * Monitor and check invoice requests for completeness and accuracy and where necessary contact departments to ensure that invoices are raised for all income due at the earliest opportunity. * Implementing Credit Control procedures, which involves contacting customers by phone, letter, fax or e-mail to follow up outstanding debt, identifying debt for referral / write off, and reporting to the Team Leader, resolution of queries, and maintaining comprehensive history of follow up action taken in pursuing outstanding debts.   Statutory Annual Accounts   * Contribute to the completion of Statutory Annual Accounts.   Other   * Participate in the implementation of new developments / processes within Financial Services. * Contribute to the preparation of Office Procedures relevant to Financial Services and the review of working practices on an ongoing basis suggesting changes to improve efficiency ensuring at all times that current practices follow robust internal controls. * Maintain and update the system databases e.g. with supplier / customer details.   To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | |
| 7a. EQUIPMENT AND MACHINERY | |
| See below | |
| **7b. SYSTEMS** | |
| The post holder is expected to use a full range of common IT office products as well as specialist financial reporting systems. The post holder uses these systems to input large amounts of accurate data. This data is used by Finance colleagues to create, develop and update reports for financial requirements on a frequent basis. The post holder is responsible for maintaining a substantial part of the corporate financial database system for use of others. There is also a duty of care to report any faults detected within any of the systems used.  Systems include: -   * Microsoft Excel * Microsoft Word * Microsoft PowerPoint * Microsoft Access * Acrobat Reader * Email * E-Financials (Finance System) * Business Objects (Reporting Tool) * DB Capture and DB Archive (Database of scanned images of invoices etc used for queries) * NHS Intranet * Internet * Credit/Debit Card Terminal * Electronic Procurement System (Pecos)   Standard office equipment is also used (photocopier, fax, telephone etc)  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Within NHS Tayside the Financial Services function is undertaken by centralised multi skilled teams with responsibility for processing and maintaining all financial records for the whole of Tayside for both Exchequer and Endowment accounts. The accurate and timely production of financial information is essential to allow the Management Accounting function to produce revenue and capital budget reports and to ensure completion of the Board’s Statutory Annual Accounts. Financial Services is responsible for processing expenditure to the value of £1.172 billion and income to the value of £0.783 billion  Financial Services has a key role in ensuring the efficiency, effectiveness and integrity of financial systems and processes.  **Accounts Payable**  The Accounts Payable function is primarily responsible for ensuring that all supplier invoice/credit notes and other authorised documents are processed and that on a daily basis payment schedules are produced, and payments made to settle the Board’s creditors. It is important that payments are made in line with suppliers’ payment terms to ensure continuity of all services across NHS Tayside.  **Financial Accounting / Endowments**  The Financial Accounting **/ Endowments** function is responsible for co-ordinating all input to the financial system and is responsible for ensuring timeous completion of the financial ledger in line with agreed financial timetables in order that management accounting colleagues can produce and monitor monthly budget reports and other reports.  **Accounts Receivable**  The Accounts Receivable function is responsible for all sales invoicing and credit control processes for NHS Tayside, reporting on a regular basis on its performance to senior management. Also for the provision of a credit control function for NHS Grampian.  **Treasury**  The Treasury Function is primarily responsible for maintenance of NHS Tayside’s exchequer bank account, providing input to General Ledger by maintaining Cash Books. Responsibilities of the Treasury function include preparing and monitoring NHS Tayside’s cash flow, and for processing NHS Tayside’s out of course payments.  **Office Services and Site Management –**  The Office Services function performs an important role in the running of the Maryfield site and the reception of visitors to Health Service departments on site. Duties include dealing with all incoming and outgoing mail and assuring that all NHS Tayside staff receive their payslips on time. Site Management role includes organising and coordinating health and safety throughout the site including First Aid, General Health and Safety, site security, environmental controls within computer rooms and compliance with Display screen regulations. Duties also include organising repairs to the building fabric.  The post holder supports the Team Leaders in delivering a variety of functions ensuring that a high quality and robust Financial Service is provided on behalf of NHS Tayside. In providing this service the postholder will ensure that processes are undertaken in accordance with the procedures and internal control mechanisms. The postholder will investigate enquiries from suppliers / customers / other staff from all levels and disciplines and will provide assistance and advice on a daily basis. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The postholder has discretion in the planning of their daily workload. Decisions also to be made regarding queries etc. in general day-to-day running of the department.  The postholder is expected to work within policies and procedures provided and their work will be managed rather than supervised.  The Post-holder will work to a series of set timetables and will be expected to complete a range of specific tasks within certain deadlines. Within that framework, the post-holder will be expected to prioritise their own workload, be flexible and refer on a regular basis to more senior members of staff.  Typically, the post-holder will plan and organise their own day to day work, and will be expected to make the following judgments:   * Verify completeness of invoice submissions invoice request documentation. * Deal with supplier / customer queries, investigate and take appropriate action to resolve. * Identification of customer numbers and product codes and the requirement for new, or amendments to, them to be created. * Preparation, coding and checking of fees for Private Patients, Laboratory and Drugs charges. * Application of appropriate rate of VAT.   The post holder has discretion in the planning and prioritising of their allocated daily workload. Decisions also to be made regarding queries etc. in general day-to-day running of the department. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Explaining financial issues to non-finance staff/managers.  Dealing with suppliers / customers who can be very demanding, aggressive and abusive. This requires both the ability to defuse situations and retain composure under pressure, as well as being assertive and persuasive.  Resolving errors to ensure accuracy in raising / processing invoices and credit notes.  Constant pressure working in an organisation that is subject to change from internal and external sources.    Achieving set deadlines with heavy workload whilst fulfilling other elements of the post.  Keeping up to date with VAT legislation relevant to the NHS and informing other internal staff of the correct VAT treatment to be applied. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The postholder is required to provide and receive routine and often sensitive financial information which requires the use of considerable interpersonal skills such as dealing with, for example, suppliers complaints about nonpayment of invoices on a daily basis, or private patient debtors who are disputing their invoice or communicating to negotiate payment of outstanding invoices. This requires the postholder to have persuasive and negotiating skills in order to diffuse the situation and reach a satisfactory solution. Tact and discretion must also be used in what can become difficult situations and a sympathetic approach is also required when dealing with information such as personal difficulties when pursuing outstanding invoices.  The postholder will be required to communicate statutory financial regulations and NHS rules in a simplified manner to non-finance staff and customers. Within Organisation  * Contact with other colleagues within the Financial Function (Management Accounting/Corporate Finance) to resolve queries on data posted to the General Ledger to ensure a high quality of service is delivered. * Regular contact with both finance and non-finance colleagues who have responsibility for issuing invoice request forms and for authorising and submitting invoices for payment. * Other members and departments of Maryfield Financial Services, and senior managers within other departments of the Board, on a daily basis by face-to-face meetings, phone and email.  External  * Discuss and resolve issues with customers, which may be contentious and sensitive. * Contact with other NHS bodies in relation to aged debt and year-end balance confirmation.   It is essential to maintain these relationships in order to achieve key results. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| Physical   * Speed and accuracy with keyboard skills, input at a keyboard most of the day * Compliance with Health and Safety/ risk management policies. * Compliance with manual handling regulations. * Long periods sitting continuously at a keyboard. * Light physical effort lifting and carrying files to and from shelves and into offsite storage. * Yearly archiving of paperwork. Involves emptying lever arch files, transporting them to an off-site store and unloading them onto available shelf space. * Constant exposure to VDU.   Mental   * Long periods of concentration when inputting data coming from various sources within NHS Tayside. * Ability to manage time pressures during busy periods. * Frequent requirement for concentration required when checking, reconciling and analysing data during which the postholder may be required to switch tasks unpredictably. * Concentration required for answering queries from staff and customers. * Absorbing, retaining and acting on large volumes of information. * Requirement for speed and accuracy. * Subject to interruptions e.g. from customers, suppliers or ordering departments when inputting data or other tasks. * Dealing diplomatically with challenging suppliers / customers. * Adhering to strict deadlines.  Emotional  * Demands of dealing with customers / suppliers who may be abusive or aggressive. Required to diffuse the situation by remaining calm, yet assertive under pressure. * Dealing with customers either by telephone, email or letter or face to face, especially Private or Assisted Conception Patients who need to discuss sensitive and delicate matters. Required to be tactful and compassionate, whilst still ensuring all outstanding monies are recouped. * Dealing with the relatives of customers who are seriously ill or deceased. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| The postholder requires specialist knowledge and expertise of policies and legislation as impacts on their own area of responsibility.   * Educated to AAT Intermediate Level or SVQ3 and/or have previous relevant experience working in an accounting function of a large organisation. * Computer literacy is an essential skill as is the ability to work proficiently with a range of current computer office products. * Knowledge of VAT in relation to NHS. * Understanding of Management Accounting processes and basic technical accounting knowledge. * An extensive knowledge of PC based applications (including Excel and Word) is essential to maintain and set up documents and spreadsheets. A working knowledge of the Cedar eFinancial System is also required. * Interpersonal and negotiating skills. * Knowledge of NHS Tayside’s Procedures and Policies. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm that the Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |