

# AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME



## JOB DESCRIPTION TEMPLATE

<b>1 JOB IDENTIFICATION</b>	
Job Title:	Financial Services Officer
Reports to (insert job title):	Senior Financial Services Officer or Team Leader (dependent on function)
Department, Ward or Section:	Area Accounting
CHP, Directorate or Corporate Department:	Finance
Job Reference:	<a href="#">CSFINCASSHACCT56</a>
No of Job Holders:	
Last Update (insert date):	<a href="#">October 2014</a>

<b>2 JOB PURPOSE</b>
To ensure that debtors and creditor invoices, cash and bank transactions, transactions related to non-excheque funds (endowment, patients' or clients' funds) and other financial transactions are processed accurately, promptly and in accordance with the Standing Financial Instructions (SFIs) and Standard Financial Procedures (SFPs). The post holder will generally cover no more than two functions at any one time and will be required to move between functions periodically, and may be required to cover another function at short notice.

<b>3 DIMENSIONS</b>																
<p><b>Annual NHS Highland Budgets</b></p> <p>Hospital and Community Healthcare Expenditure: £598m  FHS Expenditure (Primary Care - Unified and Non-discretionary): £156m  Other: £24m  Income Budget: £149m  NHS Highland Total Capital Budgets: £17m</p> <p>The following data relates to the dimensions of this post:</p> <table style="width: 100%;"> <tr> <td>Number of staff in Finance</td> <td style="text-align: right;">75</td> </tr> <tr> <td>Number of staff in Area Accounting</td> <td style="text-align: right;">37</td> </tr> <tr> <td>Number of staff managed by Postholder</td> <td style="text-align: right;">0</td> </tr> </table> <table style="width: 100%;"> <tr> <td>Value of Endowments Funds held:</td> <td style="text-align: right;">£7.5 million</td> </tr> <tr> <td>Value of Patients and Clients Funds held:</td> <td style="text-align: right;">£650,000</td> </tr> <tr> <td>The Accounts Payable Invoices paid:</td> <td style="text-align: right;">175,000 invoices per annum</td> </tr> <tr> <td>The Debtors Invoices Processed:</td> <td style="text-align: right;">40,000 invoices per annum</td> </tr> <tr> <td>Volume of Patient Travel Claims:</td> <td style="text-align: right;">45,000</td> </tr> </table>	Number of staff in Finance	75	Number of staff in Area Accounting	37	Number of staff managed by Postholder	0	Value of Endowments Funds held:	£7.5 million	Value of Patients and Clients Funds held:	£650,000	The Accounts Payable Invoices paid:	175,000 invoices per annum	The Debtors Invoices Processed:	40,000 invoices per annum	Volume of Patient Travel Claims:	45,000
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#### **4 ORGANISATIONAL POSITION**

See attached

#### **5 ROLE OF DEPARTMENT**

The Finance Department provides financial leadership, guidance and support within NHS Highland over the full range of Finance Services. This role includes an essential link to relevant statutory agencies and the SG Finance Directorate. The Department is split into three operational sections as undernoted with this Post being situated in Area Accounting:

Financial Planning  
Area Accounting  
Financial Management

#### **6 MAIN TASKS, DUTIES AND RESPONSIBILITIES**

All tasks will be carried out in accordance with the relevant SFIs and SFPs

The tasks and responsibilities will be dependent of the function being undertaken but will involve the following as they apply to the relevant function:

- Ensure all transactions are coded to the correct account codes in the NHS Highland Ledger or the correct account in the non-exchequer fund.
- Ensure the correct application of VAT and Construction Industry Tax in accordance with regulations laid down by HM Customs and Revenue
- Deal with queries in relation to own area of work. These will generally come from suppliers, debtors, patients, and adult social care clients, finance and business support colleagues, fundholders, other NHS Highland staff. Any queries that can't be resolved should be passed on directly to the relevant supervisor.
- Prepare and input journal entries.
- Investigate and amend ledger entries where errors arise.
- Input customer, supplier, client details onto the relevant Financial Management System after obtaining appropriate verification of details.
- Assist senior members of the team where necessary in supporting ledger control processes.
- Provide cover for senior financial services officer when required.
- General office filing & archiving.

Function specific duties are detailed below.

##### **Accounts Payable**

- To sort invoices, match with goods received, obtain necessary authorisation of invoices, and resolve queries
- Register invoices on the Purchase Ledger and process for payment.
- Check and reconcile suppliers statements.
- Analyse and review a report of invoices registered on the purchase ledger but not matched or coded to ensure all active invoices are accounted for correctly.
- To process visa card statements, allocate expenditure to correct budgets, and maintain records of individual visa card transactions.
- Process training course application forms and pay course fees where required, liaising with the payroll

travel and accommodation section if reservations are required.

### **Accounts Receivable**

- Create sales ledger invoices and credit notes from instructions and the relevant supporting documentation or spreadsheet input received from NHS Highland departments.
- Maintain integrity and accuracy of information held within Direct Debit database and set up new direct debit instructions as authorised by other NHS Highland departments.
- Carry out monthly processing of direct debits using AUDDIS, and follow up rejected direct debit requests.
- Production and distribution of reminder letters.
- Production of statements.
- Maintain the file of on-going queries, ensuring it is always up to date.

### **Cashier Duties (dependent on site of operation)**

- Reconcile bank statement and cash book transactions on a daily and monthly basis.
- Collect, receipt and record all exchequer income received at Raigmore Hospital, Assynt House or New Craigs Hospital. This includes collections from vending machines, dining room, staff & patient accommodation blocks, arts rehabilitation therapy and cafes, and involves counting cash receipts and matching to documentation, identifying any discrepancy to the payee, and adjusting documentation accordingly.
- Accept and process payment of sales invoices made by debit/credit cards, cheque or cash ensuring appropriate back up is received, matching payment to the documentation and requesting explanation if amount is incomplete, providing receipt and recording receipt in the cash collection sheet.
- Prepare daily banking - reconcile receipts with banking schedule identifying any differences and amending documentation accordingly. Hand over the cash and cheques to the security company for depositing in bank, or take to bank accompanied by a Finance Assistant/other member of staff.
- Prepare daily spreadsheet of debit/credit card payments and balance against the daily total.
- Accept responsibility for ensuring the appropriate and safe usage of the safe located in own work area.
- Check, calculate and authorise patient travel claims for payment at hospital cash desk, applying the guidelines as applicable ensuring that the patients eligibility to payment is valid by requesting proof of benefit. Record payment in the cash management system.
- Maintain and manage the petty cash imprest at Raigmore (£12,500), New Craigs (£3750) and Assynt House, (£200), make urgent payments to general public and staff and record on the imprest sheet, attaching appropriate documentation.
- Maintain and manage hospital change dispenser, topping up the dispensing machine with appropriate change (£2,400) and reset machine when faulty.
- Ensure the security of the cash office.
- Key holder for the cash office, strong room and safes, vending machines and change machine.
- Receive weekly cash/change delivery (circa £15,000) from Security Company.

- Prepare daily floats for catering department.
- Issue and receive patient pouches used for patient money and valuables in accordance with relevant SFP.

### **Patients' and Clients' Funds**

- Carry out all cashier duties associated with running the Cash Office at New Craigs Hospital. In addition to those listed under Cashier section this will include the following:
  - Deal face to face with patients on a daily basis providing cash at their request, as long as no restrictions on amount allowed in place. *This happens if they are incapable of managing their own monies and have restrictions put in place to safeguard their monies.*
  - Deal with nursing staff on a daily basis who collect monies on behalf of patients for deposit with the Patient and Clients funds office.
- Maintain and manage the Patients & Clients Funds petty cash imprest.  
*Approximately £6000 in cash per week is paid out from this office from patients' own monies and also exchequer payments, for travelling expenses, catering allowances and monies for activities for patients from therapeutic ward funds.*
- Set up and maintain accounts in the Patients & Clients Funds System for all patients & clients who deposit money or property in the Patient Funds Office, whether directly or in any hospital/care home in the Highland Health Board area via local cash/administration/social work offices.
- Enter transactions from the Patients & Clients Funds bank statement (e.g. deposits made by the Department of Work and Pensions individual patient) onto the relevant account in the Patients & Clients Funds System, and maintain spreadsheet of same for monthly reconciliation of balances.
- Ensure that appropriate in-patient Medical certificates are provided to in-patients' if required on admission and discharge. *This allows the patient to either claim DWP benefits or as proof of illness for their work. To provide on pass slips (shows periods out of Hospital) to the DWP, the Pension Service and Disability Living Allowance, in order for benefits to be properly calculated*
- Assist patients' in completion of DWP benefit claim forms and liaise on behalf of patients with wards and the appropriate external agencies (DWP, Social Work, patients' families and advocates, etc.) to ensure that correct DWP benefits are paid.
- Assist patients' who wish or require help, to pay household and other bills or just manage the funds that they hold in the Patients & Clients Funds, i.e. help them budget.
- Assist in Audits of Patients monies at ward level at New Craigs to ensure SFP's are being adhered to. *This involves opening and checking of sealed pouches to see that any cash and any property listed is correct (against a transaction card that is in the pouch), checking that necessary signatures are provided, seal numbers are correct, evidence of regular ward checks on the pouches.*

### **Endowments**

- Process income received as per regulations ensuring receipts and thank you letters prepared and posted to individual donors.
- Process expenditure application forms ensuring proper authorisation and adherence to regulations.
- Ensure that there are sufficient balances in funds before processing transactions against them.
- Register and post invoices to the appropriate Funds and prepare the payment for authorisation

- Ensure the recharges of invoices from the Board are analysed and items recharged posted against individual funds.
- Maintain files for transactions and reports for benefit of auditors and senior finance staff.
- Produce financial statements for fund holders as and when required.
- Give advice to fund-holders and other staff on regulations and procedures to be followed.
- Deal with the processing of tax returns relating to charitable organisations and the processing of Give as you Earn donations and other tax related donations.

### **Primary Care**

- Prepare schedules of monthly payments to be made by Practitioner Services Division ensuring all back-up documentation is appropriate and correctly authorised. *Practitioner Services is part of National Services Scotland and is responsible for the administration and payment of General Medical Practitioners, General Pharmaceutical Contractors, General Ophthalmic Contractors and General Dental Practitioners for each area Health Board.*
- Record all payments made by Practitioner Services Division on behalf of NHS Highland in the General Ledger.
- Prepare necessary documentation for Accounts Payable to process those payments which are made locally by the Health Board.
- Recharge all Primary Care expenditure, which has been re-imbursed, directly by NHS Highland to contractors, rather than by Practitioner Services Division to the correct accounts to ensure that this expenditure is identical in both NHS Highland and Practitioner Services Division systems.
- Assist the Senior Financial Services Officer to complete all necessary reconciliations between NHS Highland General Ledger and Practitioner Services Division payments. The General Ledger lists all expenditure and income split into the various funding streams. *The Scottish Government allocates these funding streams for NHS Highland for specific purposes and it is important that expenditure is accurately recorded*

### **Patient Travel**

- Check, calculate and authorise patient travel claims for payment received through the postal system, applying the guidelines as applicable ensuring that the patients eligibility to payment is valid by checking for
  - confirmation of attendance at appointment, often involves contacting Non NHS Highland Hospitals
  - proof of benefit.
  -
- Organise travel for patients and escorts travelling to distant hospitals. This often has to be done at short notice and involves confirming appointment times, booking flights, trains, accommodation as required to suit patient appointment times, cancelling and rearranging if appointment changed.
- Ensure that all cancellations are processed for appropriate refund to the NHS Highland Board.
- Ensure that medical authorisation of escorts to travel with patients has been sought and obtained. This will involve liaising with General Practitioners and Consultants from NHS Highland and other NHS Boards.

- Provide non-clinical advice to patients and relatives re their Highland and Island Patient Travel Scheme entitlements.
- Calculate and issue advances (loans) to patients and/or escorts prior to their travel. This will apply to patients or escorts who are unable to fund the costs of their own expenses (taxis, buses, accommodation etc) while attending distant hospitals. The cost of the advance is then to be deducted from the patients claim for expenses on their return from hospital.
- Ensure that patients and escorts are aware that
  - it is necessary to retain receipts as evidence of expenditure.
  - once an advance has been issued, it is classed as a debt owed to the NHS Highland.

### **Systems/Ledger**

- To update and reconcile system control processes on a daily and periodic basis for all environments within the Financial Management System.
- Processing and reconciliation of daily Pecos e-Procurement interface, weekly and monthly Payroll interfaces and monthly Pharmacy Interface.
- To validate new financial codes and their links within the appropriate Hierarchical reporting structures and reconcile all Hierarchies to Financial Ledger.
- To authorise the set up of new customers, suppliers, financial codes.
- To carry out routine housekeeping tasks within the FMS system.
- To resolve any issues in relation to scanner and Dbcapture. If this cannot be resolved in-house to refer to NHS Scotland NSI Team (a remote team covering the whole of NHS Scotland).
- To assist in Month End and Year-End processing for all Environments of the FMS.
- To process and produce Month End Reports for all finance staff as per department timetables
- To gain a working knowledge of all e-financial applications in order to test any new software and upgrades prior to live installation.
- Assist FMS Users with any problems they may encounter.
- Assist in the administration of Users and the Security of the FMS.
- To produce Crystal, Business Objects Reports as required to assist all users.
- Maintaining the FMS Supplier data, creating and amending supplier details as required. Co-ordinating data with e-procurement and finance to ensure comparable data in both systems.
- To validate and submit payment files from the Financial Management System to the BACS Payment and Clearing system. Retrieving subsequent reports on behalf of the Organisation
- Assist the Systems Support Team Leader in carrying out aspects of ledger control, including clearing control accounts and preparing and processing recharges, and investigating balances

**7a EQUIPMENT AND MACHINERY**

The postholder will be required to use and be competent with, the following equipment:

- Calculator
- PC and Keyboard
- Photocopier
- Credit Card – Streamline machine
- Coin Counter
- Change Machine
- Vending Machines
- Alarm System
- Safes
- Fax Machine

**7b SYSTEMS**

The post holder must be familiar and competent with the following complex systems and be able to work with speed and accuracy.

E-financials Financial Management System (Purchase Ledger, Sales Ledger and Cash Managementnt, General Ledger)

Business Objects Reporting System : Used to analyse and create reports using the data entered on the E Financials system

PECOS E-Procurement System – Used to electronically order goods/services which Accounts Payable use for automatically matching goods/services received against supplier invoices.

Trojan Patients Monies System – a financial system for administering and reporting on NHS Clients Funds

Trojan Endowments System – a financial system designed to meet all regulatory, operational and reporting requirements

Microsoft Packages – Excel used for producing spreadsheets and financial reports, Word for producing letters, procedures and non-accounting reports and Outlook for e-mail, calendar availability and contact database.

Travel Booking System (currently Expotel) – online booking system used to book air travel for patients and staff

JAC Pharmacy System

RBS Bankline: Used to interrogate and provide statements and forecasts on Boards Commercial Bank Account.

Worldpay Online Payment Gateway, for taking payments by telephone

AUDDIS - Automated Direct Debit Instruction Service

CitiDirect: Used to produce and print daily bank statements (with related detail) for the Board's Government Banking Service bank account.(the majority of NHS related income is received via this account and accuracy is paramount as large receipt values are regularly processed.

Mobius – for payroll reconciliations and analysis

## **8 ASSIGNMENT AND REVIEW OF WORK**

Financial timetables are set by the finance department in line with operational and statutory requirements; the post-holder must ensure that their own workload is managed to ensure weekly, monthly and annual timetables are adhered to.

Financial Services Officers, once trained are expected to take responsibility for their own area of work in accordance with the Standing Financial Instructions and Procedures. Advice and guidance will be available from their direct line manager and the Function Team Leader.

Performance reviews are carried out by their direct line manager.

## **9 DECISIONS AND JUDGEMENTS**

The post holder will within standard operating procedures but is expected to act on his/her own initiative, prioritising their own workload, and to anticipate, respond and resolve problems or needs arising. They are expected to be able to resolve the majority of supplier, debtor and patient queries without the need to refer to their line manager but must be able to judge when it is appropriate ask for assistance so that issues are dealt with quickly, rather than left to become bigger problems.

Note: There is no direct supervision when working in Raigmore Hospital Cash Office and therefore they have decision making responsibility over the day to day running of the cash office. They will be required to decide on eligibility of claims from patients, either face to face or by post or phone - guidelines are in place as to what is payable but sometimes the officer's discretion must be used if proof is not available e.g. a patient would be stranded as they do not have relevant documentation. They will be able to call for advice or back-up from their supervisor (by telephone) or call in security.

## **10 MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Dealing with difficult and sometimes aggressive/abusive/threatening members of the public and patients over the counter (protected by glass barrier) when patients are unhappy about only being able to claim payments within regulations, and where possible defusing potentially volatile situations by remaining calm and professional at all times.

Ensuring maximum recovery of income for the NHS Highland Board whilst having a diplomatic and empathetic approach when dealing with elderly and infirm clients who have been billed for services.

The post-holder has to deal with a wide variety of patient groups – Acute, Rehab, Learning Disability and Care of the Elderly. This can be challenging as they all have different problems and can be very emotional and they can also show lack of insight, understanding and have poor communication. Some also have difficulty in retaining information and repeatedly ask for the same information several times a day.

Obtaining appropriate and complete information to support the processing of the debtors and creditor accounts, and carrying out reconciliations. This work is often being carried out whilst dealing with constant interruptions such as dealing with patients at the cash office counter or answering the telephone.

## **11 COMMUNICATIONS AND RELATIONSHIPS**

The post-holder will communicate daily with finance staff regarding procedures, transactions, reporting, processing and associated day to day internal problems and queries by means of phone, e-mail, fax or letter. He/she will also communicate with suppliers, clients, patients and relatives, general public, budget and fund

holders and other staff as required for the discussion and resolution of queries/problems.

The post-holder will liaise regularly with staff from the department of work and pensions and various banks, including our own bankers and the banks of patients and clients.

The post-holder will require to communicate with staff from other NHS Boards regarding patient travel, primary care and debtor/creditor balance queries

The post-holder will also be required to communicate occasionally with Internal and External Audit

## **12 PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

**Physical Skills:** The post-holder will require very good keyboard skills when using PC, calculator, streamline machines, and for all computer applications listed in 7b; accuracy and speed are vital:

- Accuracy to ensure the integrity of the financial information in the ledger, accurate billing of invoices, accurate charging of payment cards, that payment is made to correct suppliers bank accounts etc.
- Speed due to the volume of transactions to be processed within a given time to ensure government and supplier payment deadlines are met, discounts achieved for early payment, invoices raised to debtors within an acceptable timescale, financial information in ledger (on which all monthly financial management information is based) is up to date, and similarly for patient and clients funds and endowments ledgers.

**Physical Effort:** The majority of the time the work will involve sitting in a restricted position for long periods of time at a PC. The post-holder will be required to carry heavy bags of coins when emptying vending machines, and boxing up documents for archiving.

### **Mental effort:**

- The majority of the work involves processing transactions or dealing with patients, clients, suppliers, budget holders, and other staff to get the appropriate information and authorisation to do this. This means that in order to achieve accuracy and speed (needed for reasons listed in the section on physical requirements) a high level of concentration is required whilst working in an open plan environment and one where there are frequent interruptions (this varies from several times a day to several times an hour).
- The post-holder must be able to spot anomalies in information provided by others, which if not picked up lead to errors, such as overpayments, inappropriately authorised payments, payments to the wrong supplier, fraudulent payments, charging a patient or client incorrectly, and incorrect coding.

### **Environmental:**

- The open plan environment in Assynt House and poor air temperature control does lead to problems with the working temperature (both too hot and too cold) and noise levels.
- Whilst working at Raigmore or New Craigs Cash Office staff are expected to deal with difficult and sometimes aggressive/abusive/threatening members of the public, and patients who can be verbally aggressive and sometimes physically intimidating, without immediate support from a senior member of staff as there is no on site supervision (at New Craigs, this is the situation during periods of leave).

### **Emotional:**

The post-holder must be able to remain calm and professional at all times in order to defuse potentially volatile situations or situations which can lead to unwarranted complaints from patients and clients, for example:

- At New Craigs Cash Office the post-holder will have daily contact with patients with mental health problems who sometimes respond inappropriately or aggressively to staff.
- At Raigmore Cash Office, patients are frequently unhappy with the level of reimbursement of their travel claim (this happens several times per week).
- At Assynt House telephone queries about reimbursement of travel claims can be difficult when the patient will not accept the level of reimbursement.

When arranging travel or dealing with patients at the cash offices the patient or relative is often very worried about their health or that of a family member and often relay this to the post-holder. The post-holder is expected to deal with this empathetically whilst maintaining a professional approach. These situations can be upsetting for staff.

The lack of on-site supervision at the Raigmore Cash Office and on occasion at New Craigs Cash Office means this post has to take responsibility for large amounts of cash (up to £40,000), and can also lead to feelings of isolation at times.

### **13 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

An HNC in Accounting or AAT Level 6 (Scotland) diploma (intermediate), or equivalent experience obtained through working in a financial services department of a large organisation with experience in at least two of the following purchase or sales ledger, cashier work and ledger control.

Excellent verbal communications skills and pleasant personality for dealing with the general public.

Must have the ability to be able to deal with a variety of patient groups (Acute, Rehabilitation, Care of the Elderly and Learning Disability) in a Mental Health Hospital – must be tolerant, patient, understanding and a good listener.

Accuracy and good time keeping.

Self motivated and very well organised, of a confident nature able to work isolated from line manager.

Excellent cash handling skills and the ability to reconcile large volumes / denominations of cash, quickly and accurately.

The post holder needs to be physically fit due to the weight of bags to be lifted and the constant getting up and down from ones seat.

### **14 JOB DESCRIPTION AGREEMENT**

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: