



Corporate Accountant

157188

Job Pack

July 2023



A Career with NHS 24

Thank you for your interest in this position. This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24. Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland.

We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

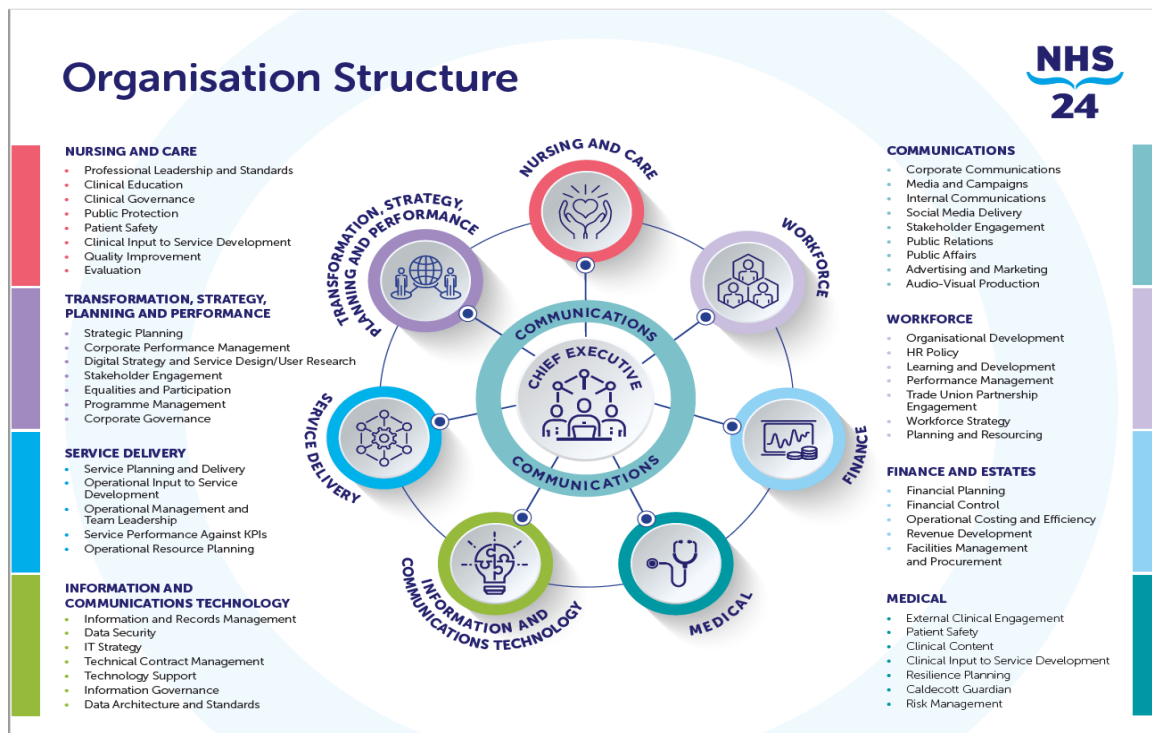
NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>.

Please visit our NHS24 career website: <https://careers.nhs24.scot/>



Finance and Performance

The Finance Department manages a budget of around £108m per annum.

We have a small but dedicated team that are responsible for ensuring good governance and control over the funds allocated to NHS 24. This includes functions such as treasury, accounts payable/receivable, maintaining and adherence to standing financial instruction, counter fraud, budgeting and forecasting.

We work closely with all departments and are responsible for service level agreements for services such as procurement and payroll. We work closely with internal auditors and provide assurance to committees and the board.

The department is also responsible for the annual accounts process and ensuring compliance with accounting standards and regulations.

We seek to add value by engaging with other departments to ensure they are supported in carrying out their duties. This includes planning, procuring of goods and services and the managing of budgets.

This post will help bolster the finance function and be expected to provide general financial and commercial support across the organisation. This is a leadership role where you will be expected to manage staff and work autonomously to ensure compliance and good practice is adhered to within our internal control framework.

Postholder must be able to work methodically and be a good communicator to support non financial staff to understand and adhere to the Corporate Governance Framework.

Our Centres

We have six regional centres, three in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

Information of the location of all our Centres can be found by following this link:

<https://www.nhs24.scot/key-facts-about-nhs-24/our-centres/>

This post can be located at our Lumina Regional Centre listed below. NHS 24 also supports Hybrid Working.



West Regional Centre

Lumina Building
40 Ainslie Road
Hillington
Glasgow
G52 4RU

This Opportunity

Job Reference:	157188
Position Title:	Corporate Accountant
Hours:	37.5 hours
Location:	Lumina Regional Centre/ Hybrid
Band:	Band 7
Job Type:	Permanent
Salary:	£46,244 - £53,789 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

Someone who is enthusiastic, focused, professional.

A qualified accountant with good practical experience.

An aptitude and interest in technical accounting and good governance.

Someone who enjoys working with others to improve performance and processes. You should be proactive, organised and happy with a degree of autonomy on how tasks are completed and prioritised.

Comfortable with building and managing relationships.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our Lumina Regional Centre. The location and address of each centre is included within this pack. NHS 24 also supports Hybrid Working.

This is an 'in hours' role for 37.5 hours per week, Monday to Friday covering 7.30am to 6.00pm.

The above would include working Public Holidays which may fall on mid-week days, for which enhancements would be paid.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £46,244 - £53,789 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Recruitment Process

INTERESTED?

For an informal discussion, please contact Julianne O’Dea, Finance and Audit Manager, at julianne.odea@nhs24.scot.nhs.uk.

- The closing date for submitting applications is **midnight on 3rd of August 2023**, candidates are encouraged to submit their applications for shortlisting as soon as possible.
- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online via Microsoft Teams.
- For any queries in relation to the recruitment process, please contact recruitment24@nhs24.scot.nhs.uk

Predicted Timeline

Advert closing date	At 23:59 on 3rd of August 2023
Shortlisting finalised by hiring manager	by 10th of August 2023
Interviews to be held	by 24th of August 2023

* The above dates are subject to change.

Job Description

1. Job Title: Corporate Accountant

Reporting To: Financial Services & Audit Manager

Department(s)/Location: Finance Department, Caledonia House

NHS Job ID:

JOB PURPOSE

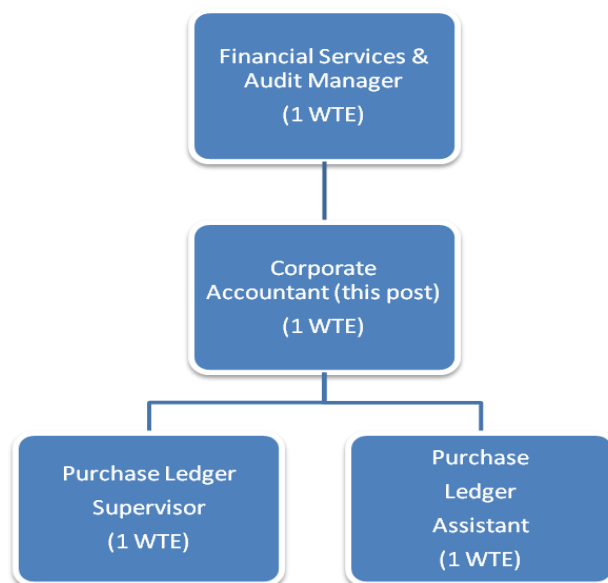
Ensuring that the Board complies with the relevant statutory and regulatory framework by participating fully in the corporate management and governance of NHS 24. Supporting the Board with financial and other business advice to allow the discharge of responsibilities for public accountability, operation of effective systems of financial control and corporate governance thus ensuring that financial targets are met in a manner that maintains financial stability.

Assist Financial Services & Audit Manager in administering Audit Committee. Responsible for ensuring that sound systems of financial control and good financial management are in place. Ensure high standards of financial probity throughout the organisation.

Overall management and control of the Financial Accounting and Purchase Ledger functions.

To work with the Financial Services & Audit Manager to manage the Fraud Liaison function for the Board and work with NHS Scotland Counter Fraud Services.

2. ORGANISATIONAL CHART



3. SCOPE AND RANGE

Provision of financial information, analysis and advice to Senior Managers and a wide range of bodies, both NHS and Non NHS.

The post holder assists the Financial Services & Audit Manager in the local interpretation and implementation of the central guidance that meets statutory obligations and ultimately achieves health improvements.

With direct line management responsibility for 2 full time members of staff and an annual budget value of £50k.

Areas of responsibility include, but are not limited to, financial accounts, statutory annual accounts, audit, purchase ledger function, PAYE taxation, corporate governance, counter fraud services and the ongoing education and training of staff in best practice in respect of all areas of finance.

Responsibility for management and safeguarding of all capitalised assets of NHS 24 (value c£3.382m).

Responsibility for the draw-down, management and safeguarding of funds provided by Scottish Government Health & Social Care Directorates (SGHSCD).

Responsible for ensuring that action is taken on all recommendations by both internal and external auditors so that they are fully implemented across the entire organisation to ensure best standards of corporate governance are achieved and maintained and recording progress in the Audit Action Log for the Audit Committee Meetings.

Co-ordinate the audit activity of both internal and external audit functions. Activity occurs throughout the financial year and is not restricted to financial matters, but is across all Directorates and functions.

4. MAIN DUTIES/RESPONSIBILITIES

- Take forward the development of effective financial controls to maintain appropriate corporate governance standards in NHS 24. Take responsibility for the monthly approval of NHS 24's control accounts.
- Design, implementation and development of control structures, policies and procedures as required to ensure best standards of Corporate Governance are achieved, e.g. Standing Financial Instructions, Scheme of Delegation and ensuring that they are strictly adhered to.
- Assist on Governance & Audit issues – linking with managers regarding audit actions and update / advise on governance issues as required. Ensure effective design, development and teaching of best practice in respect of financial governance across the organisation.
- Take responsibility for the monthly review of the NHS 24 Balance sheet, including input to the general ledger, commentary and forecasting on the balance sheet position. Take forward emerging balance sheet issues.
- Take responsibility for the Fixed Assets register, monitoring of Capital Expenditure & Treasury issues in NHS 24.
- Take forward the National Fraud Initiative and carry out investigations. Assist in the management of the Fraud Liaison function by taking responsibility for policy compliance and procedure setting following best practice as laid down by Counter Fraud Services.
- Support the Deputy Director of Finance and Financial Services & Audit Manager by taking forward one-off projects.

- Maintain Finance Risk register and co-ordinate responses from the full finance team on to the risk system.
- Co-ordinate and prepare audit committee papers.
- Development, management and maintenance of key relationships with Internal & External Audit.
- Line management of purchase ledger & financial accounting functions. Ensure that staff are effectively developed, organised and integrated within the overall management arrangements of NHS 24.
- Support Payroll & Finance Customer Care meetings. Manage customer satisfaction process with the service provider for payroll and finance issues. Establish effective working relationships with service providers and other agencies to ensure service improvement.
- Assist in the production of the annual accounts and the annual report.
- Will contribute to the development of the NHS 24 Financial plan.
- Responsibility for compilation and production of responses to finance related Freedom of Information requests (FOIs).
- Support Financial Accounting Assistant/Purchase Ledger Supervisor on VAT issues.
- Update and maintain NHS 24's Financial Operating Procedures.
- Maintain analysis of travel expenditure within NHS 24.
- Any other duties as required by the Finance Department.

5. SYSTEMS AND EQUIPMENT

Hardware and Software

Use of keyboard and screen of both desktop and laptop computers for majority of each day, using the following software:

Excel

Creation, development and review of financial schedules for reporting to all levels of management.

Word

Creation, update and retention of documents for Executive Team and Audit Committee viz Audit Action Progress Log, monthly Balance Sheet Reports and accompanying appendices.

Outlook

Creation, sending and receipt of e-mail; personal and staff diary / task management; maintenance of contact details of members of staff of external organisations.

Cedar Accounting Software

Accounting package used by NHS 24 to comply with legislative accounting requirements in relation to accounting records. The post-holder is required to use this software to make enquiries on accounting records and generate financial reports.

Fixed Assets / Treasury systems

RAM system for fixed assets and electronic banking systems for Treasury will also be required.

General hardware in addition to desktop computer comprising printer, fax, telephone, photocopier, shredder, projector.

Processing Systems

The post-holder has responsibility for the planning, design and implementation of processing systems.

6. DECISIONS AND JUDGEMENTS

- As a direct report to the Financial Services & Audit manager, the post holder has the requirement to provide cover in their absence on relevant matters.
- The post holder is expected to bring a high-level of expertise to their areas of responsibility.
- The post holder is expected to make autonomous decisions on a daily basis including working through complex scenarios to produce advanced financial analysis.
- The post-holder must be able to analyse complex financial data and explain and report this to non-financially minded staff.
- Objectives will be agreed annually with the Financial Services & Audit manager. The post holder is responsible for ensuring delivery of those objectives within the statutory obligations of the post. Formal review will take place at mid-year and year-end. Update of objectives and review of progress will also take place through regular 1:1 meetings with the Financial Services & Audit manager.
- The post-holder is expected to exercise their own initiative, judgement and discretion in how those objectives are achieved and to ensure that they are achieved within the specified deadlines.
- The post-holder is required to use their professional expertise to express opinion and give guidance to senior management and directors in relation to financial matters.
- Consistent demonstration of integrity and honesty in line with professional standards.
- Acting at all times in the interest of the organisation by taking a pro-active approach to achievement of financial best practice.

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to communicate with a wide range of senior clinical and non-clinical staff in NHS 24 and with senior officials of external organisations. Excellent negotiation and communication skills are required. The post holder is expected to have strong presentation skills and to be able to express a view convincingly and coherently, verbally and in writing, including sensitive issues and information. The post holder may find themselves in conflict with staff at all levels where standards of good corporate governance are perceived as an impediment to the effective operation of the service necessitating conflict resolution and negotiation skills.

Internal

- With members of the Audit Committee – to ensure the provision of information and support to enable them to effectively fulfil their roles, particularly in relation to financial probity and corporate governance.
- With Senior Managers – to support them in the execution of their roles whilst safeguarding the financial probity of NHS 24. The post holder has responsibility for the development and delivery of training programmes and support to ensure that the Senior Managers understand and apply good financial practice in line with the Standing Financial Instructions.

- To participate in cases of suspected fraud in support of the Financial Services & Audit Manager for NHS 24. The post holder is required to ensure that any frauds are dealt with timeously, discreetly and with reference to the appropriate external bodies such as the Police and Counter Fraud Services. The post holder is required to develop and implement an effective fraud detection and control policy and procedures.
- The day-to-day management of direct staff within the Finance Directorate. This may include the allocation of work responsibilities, the setting and monitoring of performance objectives at both a Directorate and Corporate level, disciplining of staff where performance does not meet the requirements of the organisation, the selection and recruitment of staff of both a temporary and permanent nature.

External

- With external suppliers and contractors – to ensure prompt payment of invoices for goods and services; to facilitate the resolution of payment and performance disputes when escalated by the Purchase Ledger Supervisor.
- With National Services Scotland – with the Finance and Payroll Departments, to ensure the continued provision of an effective and efficient shared service from NSS for Payroll, Financial Ledger, Fixed Asset Accounting, Sales Ledger, Banking and Taxation under the terms of a Service Level Agreement (comprising monthly review, annual re-negotiation and ad hoc performance review meetings) and in discussions with the Central Legal Office on outstanding legal claims e.g. recoveries of overpayments from staff.
- With internal and external auditors – to support audit processes and to ensure high standards of review and governance.

General

- Face-to-face contact with a member of staff when informing them that a requirement of their job is not being met, or when a member of staff is angry or upset due to difficulties being experienced with a person internal or external to NHS 24. Post-holder is required to listen to the member of staff's concerns whilst being aware of the member of staff's feelings and emotional state; use carefully-worded language to gain an understanding of the member of staff's position; motivate the member of staff to agree a course of action by providing re-assurance that, with their co-operation, the course of action will resolve the difficulties being experienced.

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort/Working Conditions

- Requirement to use a PC for extended periods of time on most working days.
- Regular travel across NHS 24 sites and Scotland to participate in working groups
- Advanced keyboard skills on Excel requiring detailed functional knowledge of Excel over and above a regular user requiring speed, accuracy and attention to detail where multiple interdependent and complicated spreadsheets are created and developed.

- Carry documentation and stationery to meetings up to 20lbs in weight and use A4 bound paper files / boxes of files on a daily basis, several times per day e.g. referring to files of invoices, management accounts and re-forecast files.

Emotional Effort

There is occasional exposure to distressing or emotional circumstances: -

- Dealing with staff interpersonal and disciplinary issues
- Dealing with staff and managers who are under stress both in development interventions and in meetings.
- In relation to fraud cases, the post holder may be required to appear in court under cross examination when leading evidence of fraud.

Mental Effort

Regular requirement to concentrate when:

- Preparing financial reports and returns, involving analysing and reconciling financial data, making calculations, reviewing complex financial information, identifying and interpreting complex trends or the lack of a trend when there should be one, identifying the reasons for trends or the lack of trends, assessing options and making recommendations. Due to the nature of the role, interruptions will be frequent.
- Requirement for prolonged concentration whilst attending and contributing to meetings, the post holder will be required to take minutes during some meetings internal and external e.g. SLA performance review meetings with NSS.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To ensure that best use is made of the limited resources available to NHS 24 to make the maximum positive impact for NHS Scotland. This requires the post holder to confidently negotiate with individuals and groups both within and out with the organisation where good corporate governance is perceived to be in conflict with and viewed as an impediment to the operation of the service.

To ensure a high standard of professional service is provided to all levels of the organisation on a day-to-day basis whilst meeting the frequent and often competing ad hoc requests for information and advice from both within and out-with the organisation (e.g. parliamentary questions, freedom of information requests, payroll disputes etc.) which necessitates frequent re-prioritisation of workload of staff.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to Degree level or equivalent experience in a relevant discipline.
- Working towards a CCAB recognised qualification e.g. CIMA, CIPFA
- Extensive management experience in a similar responsible position in a public or private sector organisation
- This position requires a high level of specialised knowledge relating to a wide range of financial processes including financial services, governance, audit, fraud and financial controls.

- Breadth and depth of multi-disciplinary experience in a range of areas viz the implementation, development and operation of computerised systems, Counter Fraud Legislation and the interpretation and implementation thereof. The post holder is expected to obtain these through both formal training programmes within NHS 24 and post qualification study and through on the job experience. In addition, the post holder is expected to undergo continuous professional development in order to advance knowledge under their professional qualification e.g. revisions to tax legislation, changes in accounting practice and to apply these changes as appropriate in the execution of the role. This may be through formal post qualification training courses offered by their professional institute to members. The post holder is expected to have a detailed level of up to date knowledge and will be called upon by the Financial Services & Audit manager and Deputy Director of Finance as being expert in the area of practice.
- Ability to substitute for the Financial Services & Audit manager
- Staff management and motivation skills.
- Advanced knowledge of Microsoft Office software package including Excel, Word and Outlook.
- Capacity to perform under pressure of time constraints.
- Efficient planning and organisational skills, with ability to prioritise multiple tasks.
- Professional approach to handling sensitive and contentious issues.
- Ability to work independently and as part of a team.
- Self-motivated, pro-active, innovative, flexible, approach.