

**NHS NATIONAL SERVICES SCOTLAND**

**JOB DESCRIPTION**

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| **1. JOB DETAILS** | |
| Job Title | **Treasury & Accounts Receivable Manager** |
| Immediate Senior Officer/ Line Manager | Head of Transaction Services |
| Department | Transaction Services |
| Directorate | Finance, Corporate Governance and Legal Services |
| Location | Gyle/Flexible working |
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| **2. JOB PURPOSE** | |
| To be customer focused as part of a service orientated group.  To manage and direct the working of the Cash Management and Accounts Receivable Section and to provide a Treasury Management and Accounts Receivable service to NSS, Public Health Scotland, NHS 24, Healthcare Improvement Scotland and The State Hospital for Scotland including the planning and arrangement of funding to meet operational requirements and the provision of a system of internal control over all receipts and payments, managing the raising of invoices within the Key performance Indicator timescale and ensuring a robust credit control system in place. The post holder will also ensure that all payments are made accurately and timeously including the time critical Family Health Service (FHS) contractors payments (circa £3bn). | |

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| **3. DIMENSIONS** |  |
| Responsible for a team of four staff who provide a Treasury and Accounts Receivable service to NSS, Public Health Scotland, NHS 24, Healthcare Improvement Scotland and the State Hospital.   * Managing Natwest, Royal Bank of Scotland & Euro bank accounts for NSS & all customer boards * Making payments each year to suppliers totalling over £360million, BACS payments, Transfers, CHAPS & Foreign payments * Reconciling bank accounts which have over 500 entries a month * Making payments for Family Health Services (Dentists, Opticians, GPs & Pharmacists) of over £3billion pa to strict deadlines * Managing the raising of over £100million by sales invoice (over 6000pa) and the responsibility of collecting this money. * Reconciling the Credit card income and managing the NSS & PHS Purchasing card users and expenditure * Provision of Treasury and Accounts Receivable service to NSS and customer boards | |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| The Treasury & Accounts Receivable Manager role is part of the wider NSS Financial Services function. The role of the Financial Services function of NSS is to support the NSS Board and the Directorate Management Teams in the delivery of value for money products and services to NHS Scotland in support of direct patient care, public health and related activities.  This is achieved by the maintenance of reliable financial records of income and expenditure and the assets and liabilities of NSS; the collecting of revenue and making of payments to staff, suppliers and primary care contractors accurately and on time (e.g. In compliance with the CBI Code of Prompt Payment); the provision of regular financial management information and ad hoc reports and advice to operational managers, Directors and Members of NSS Board to enable directorates and NSS as a whole to achieve the Objectives set out in the business plan; to report monthly and annually to the Scottish Government on the stewardship of public funds; to pursue and seek to enhance the highest standards of corporate governance including the establishment and maintenance of sound systems of internal financial control and business risk management.  The Finance function has approximately 150 staff and a budget of £5m. The department processes payments of over £3bn to Primary Care practitioners on behalf of NHS Boards and provides a range of procurement, financial and payroll services to other Scottish NHS Health Boards including HIS, PHS, NHS 24, NHS Education Scotland and the State Hospital. |
| **6. KEY RESULT AREAS**   1. Responsible for the management, planning and co-ordination of duties for both Treasury and Accounts Receivable.   **TREASURY**   1. To manage the treasury operations of NSS and external clients through the planning of funding requirements to meet anticipated expenditure in the current financial year and the forecasting of payments and receipts with a robust cashflow process in place. This includes monitoring cash balance to ensure accounts do not become overdrawn or hold excessive balances. 2. To manage and control the workload of the FHS payments, organising and directing staff resources effectively and establishing robust systems to ensure that quality standards are maintained, payments made are secure/auditable and monthly timescales are achieved and the generation of Supplier payments, necessary adhoc manual payments for contractors, payroll and foreign payments via online banking ensuring that all documentation is processed accurately and is delivered to relevant stakeholders within agreed deadlines and storing financial records securely/confidentially ensuring retention times are reviewed after the appropriate time period. 3. To manage financial control over receipts and payments including the transfer of information from online banking, worldpay, Creditcall and government purchasing card into e-Financials and the preparation of daily bank reconciliations between the finance system and bank statements to ensure balanced bank control accounts.   **ACCOUNTS RECEIVABLE**   1. Manage the process of issuing of over 6000 sales invoices, both manually and by interface uploads, in line with Standard Financial Instructions and NSS policies and performance targets and the maintenance of the customer accounts within sales ledger to ensure quality standards are met in accordance to retention timescales. 2. Reconciling the sales ledger to general ledger control account monthly, assuring tight financial control over Sales Ledger balance 3. Maintaining customer accounts in accordance with procedures and to agreed timescales. 4. Ensuring that the highest standard of customer satisfaction is applied to all contacts with customers and their queries being resolved in a prompt and efficient manner. 5. Promote the most effective use of resources and processes, and the implementation of improved processes to both internal and external customers of the service. Review of operations and recommendation for procedural changes and subsequent implementation. 6. Preparation for agreement of year end balances with all other NHS Boards for inclusion in annual accounts. 7. Payments on Behalf- Inter board transactional data is sent by all 21 Health boards and internal directorates to the value of £100m. These are collated with confirmation sent back to boards. The data is then reported to Scottish Government to enable posting of journals. This enhances cashflow projection and reduces transferring cash between SG and Health Boards.   **CREDIT CONTROL**   1. To manage an effective credit control service through proactive contact with customers, senior NSS managers and daily review of debtor balances and credit limits, issuing statements of accounts and reminder letters to customers and establishing a robust system ensuring the recovery of outstanding debt within agreed timescales. Carryout complex calculations about payments and decide whether and how to pursue over/under payments, which could result in the preparation of cases recommended for legal action by CLO and for balances required to be written off by Senior Management**.** 2. Analyse, investigate and resolve financial queries and discrepancies.   **STAFF**   1. To assist staff with Performance Development plans and conduct quarterly reviews. 2. To plan, review, and monitor all processes within Treasury and Sales ledger and take action where necessary. 3. Develop and manage effective work procedures covering all activities within the department to enhance both internal and external customers meeting internal and external audit requirements. Lead in the initiation and development of best practice by evaluating departmental work procedures, identifying best practice and any possible risks, poor standards, anomalies and potential fraud. 4. To motivate staff to provide high quality customer service through effective teamwork and flexible approach to the performance of duties, by holding regular team meetings to inform staff of new developments and agree priorities. Deliver training on the processes and procedures and the use of online banking, worldpay, and e-Financials and other Treasury & Accounts Receivable duties. 5. To promote the most effective use of the Finance System by Treasury/Accounts receivable staff in order that a high quality and efficient service is provided to customers by conducting regular reviews of the Order to Cash business processes in conjunction with Accounts Receivable and Accounts Payable sections. Provision to Senior Managers information on the performance of the Treasury Management/Accounts Receivable function in order to facilitate review of performance against Service Level Agreements and Key Performance Indicators.   **OTHER**   1. Act as authorised signatory for the provision of goods and requisitions within the department, ensuring that the appropriate standards are met up to a value of £500 and authorisation of new NSS purchasing cards for staff when required whilst examining all Purchasing Card Reports, on a monthly basis, to ensure proper controls are in place and contacts the relevant authoriser if any concerns are evident cascading any issues as appropriate to the principle finance manager. 2. Undertake and research developments as deemed appropriate in respect of emerging IT technologies and products to allow Treasury/Accounts Receivable to take early and cost effective advantage of beneficial technological innovations and more effective ways of working. Design database to enhance the processing of income. 3. Investigate complex queries in response to customer or system reported problems by adopting an analytical approach to identify the cause of any perceived problem, respond effectively by providing detailed feedback explaining issues to avoid recurrence & promoting the highest standard of customer care at all times. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS**  The post holder operates autonomously and is expected to function as a source of expertise and advice at the highest levels both internally to NSS and externally to other NHS Boards.  The post holder is responsible for providing leadership and line management to the Treasury/Accounts Receivable team and is fully accountable for the delivery of business objectives, management of performance and quality of deliverables in their area. This requires the ability to balance often-conflicting priorities and deadline/timescales and to liaise with service delivery colleagues about workflow planning.  The Head of Financial Services & Head of Purchasing & Sales may also on occasions require the post holder to perform certain tasks pertaining to the workload of the Financials Services Department generally.  The post holder should also have an understanding of information governance and SFIs.  The post holder must follow NSS financial procedures and all decisions and judgements are made within these guidelines to achieve the desired outcomes taking corrective actions where necessary.  The post holder is expected to contribute ideas and suggestions to improve the internal process within the section to continually improve the service of NSS. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** Internal Discuss complex financial queries with both financial and non financial managers internally and external.  Payment Offices (face to face, group meetings, teams, telephone & email)   * Negotiate and agree receipt of payment files for Contractor payments * Investigate/resolve queries provide information regarding complex payment issues * Review best practices * Discuss new additional payment files and methods * Provide detailed information on new processes * Communicate information relating to Contractor payments * Patient refunds   Business & Financial Services(face to face, group meetings, teams, telephone & email)   * Authorise requisitions and orders * Communicate with Accounts Receivable relating to income received * Communicate with Accounts payable regarding cash availability for payments * Produce reports used by Senior Managers and the wider team * Change processes to standardise procedures for Treasury and Sales Ledger- eg. Invoicing, Manual Payments, Bank reconciliations, Processing Income * Participate, support and manage new developments within Financial services   Counter Fraud Services (face to face, teams, telephone & email)   * Give advice and be point of contact in cases where potential bank account fraud is identified * Communicate information relating to receipt of patients’ payments. * Communicate information on annual repayments to health boards  External Patients   * Contact with patients in respect of payments (relating to P&CFS)   Customers   * Contact with customers in respect of outstanding invoices & queries.   NHS Boards(face to face, teams, group meetings telephone & email)   * Provide support for NHS24, PHS, HIS & State Hospital * Answer queries regarding income/payments   Scottish Government (face to face, teams, telephone & email)   * Communication with staff relating to cash drawdowns * Banking contracts * Purchasing card contracts   Auditors- Internal & External(face to face, teams, telephone & email)   * Walk through work practices and explain/demonstrate procedure and report/checking methods that are in place. * Provision of information as and when required in support of audit * Deliver evidence of required action plans to resolve any issue   Bank(face to face, telephone & email)   * Banking Contracts * New processes * Mandate updates * Communication with staff relating to banking business. |

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| **9. MOST CHALLENGING PARTS OF THE JOB**  Managing the varied and extensive workload within the Treasury & Accounts Receivable Departments and prioritise the activities to ensure the accurate and timely production of Family Health Service Payments meets the challenging timescales.  To manage and motivate team members in developing skills while implementing new/improved methods in a changing environment to improve quality and standards and delivery of services.  Reviewing current systems and information produced to meet internal and external requirements being proactive, customer focussed and promoting the work of the department. |
| To minimise overdue debt while maintaining good customer relationships. |
| To ensure that all potential income is identified, invoiced, collected and correctly allocated, within agreed timescales. The continued motivation of the team members is essential to the ongoing success of the Accounts Receivable team.  Dealing with a wide varied number of queries and complex issues which arise during the year. |

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| **10. SYSTEMS**  **eFinancials System:** Main finance system where,   * all income through bank account is allocated to invoices or against codes in general ledger; * sales invoices are created either individually or by upload; * payment of FHS files through eFinancials every month amounting to £2.6billion; * Payment of NSS Suppliers, other Health Boards, CHAPs, expense cheques is done;  **FPM:** System for creating new customers and making amendments to current customers. Raised by one member of staff and approved by another. **Microsoft & O365 Packages:** On a daily basis the use of Microsoft packages (excel, access sharepoint and word) to create spreadsheets to analyse payments, database for income and credit control and generate reports and other inquiries from customers and word for letters etc.  Microsoft Outlook is used for communicating internally and externally  Internet and Intranet are used for information and communication purposes **Business Objects (BOXI):** Frequently used to create and build reports to extract data from eFinancials to investigate and analyse payment inquiries from internal and external customers.  Also used to monitor aged debt by customer by timescales. These reports come with imagine of invoice.  For housekeeping purposes to review customer standing data and make sure up to date Crown Flexi System Daily use of the Crown Flexi system to manage staff flexitime, sickness and annual leave.  **SSTS/ e-ESS**  Online system for managing staff sickness and annual leave. Accuracy required as Payroll use this for recording against payroll. |
| **Online Banking Systems**  Bankline system are used for both on-line payments and account enquiries for both RBS and National Westminster Bank for NSS & Customer Boards;  Worldpay, Smartdata and Fastrack online reporting systems for credit/debit card transactions for adhoc online payments and staff cashless system;  Smart Data Online- Online system for reporting and downloading Government Purchasing Card transactions in to e financials;  Credit Safe-credit check on customers;  DB BACS- BACS payment processing direct to bank for NSS and customer boards; |
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort** |
| Requires prolonged periods of keyboard entry each day, the post holder will enter data for most of the day. Most of each shift is spent sitting, with occasional walks between offices and breaks for meetings when required. |
| **Mental** |
| There is a frequent requirement for prolonged concentration and the work pattern can be interrupted several times by daily queries from customers and colleagues. The post holder will be required to change focus of work as must regularly prioritise work to ensure important and urgent tasks are completed and deadlines are met. Frequent multi tasking is required to fulfil daily tasks.  The post holder must use skills and apply initiative in the delivery of treasury management and accounts receivable services. Attendance at meetings is required for durations of up to 2 hours at a time and there is a need for concentration and for clear verbal communications and to make written records of discussions.  Staff training is provided on an ongoing basis. |
| Emotional |
| Post holder must ensure that the quality and accuracy of the work of team members is maintained at all times.  Required to sensitively address staff performance issues and potentially disciplinary/grievance matters.  Dealing with abusive difficult customers and colleagues. Dealing with queries can be stressful and the post holder must deal with all problems diplomatically, tactfully and efficiently. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| To complete the job as efficiently as possible the following equipment is necessary:  Computer  Printers  Telephone  Photocopier  The section is located in an air-conditioned open plan office that can get noisy and hot/cold on occasions. Flexible working is available.  The post-holder is required to be seated at a workstation and use a PC/laptop for long periods. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | | |
| The post holder will be educated to Post Graduate Diploma level and possess demonstrable managerial experience within a similar environment preferably with some knowledge of finance, payment and credit control processes.  Organisation skills and the experience in managing monthly workloads and prioritising tasks to achieve strict and demanding timescales and a quality service.  Multi task to make daily adjustments to schedules to deal with organisational and customer requirements  Leadership skills and experience in developing staff particularly in objective setting, performance review and development to maintain a strong and knowledgeable team.  Excellent communication skills with customer focus are important due to the high level of telephone, face to face and written contact with customers.  Well-developed IT skills particularly in Microsoft Word, Excel, Access and Business Objects  Capable of demonstrating initiative, flexibility, numerical skills and attention to detail to produce a service with a high level of accuracy. | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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