



Finance Officer



Job description

Job title: Finance Officer

Band: AFC 3

Accountable to: Head of Financial Accounts

Values:

Sheffield Health and Social Care NHS Foundation Trust is a major employer and provider of services. Our Service Users, Carers and Staff are central, and our Values are important, to the delivery of high-quality care. We actively seek out individuals who share these values:

- Working together for service users
- Respect and kindness
- Everyone counts
- Commitment to quality
- Improving lives

Job purpose

To assist the Financial Accounts team in promoting and maintaining a cost effective and efficient service to users within Sheffield Health and Social Care NHS FT.

The post-holder is intended to be involved in all areas of the financial accounts processing functions. Due to the need for segregation of duty the post-holder is expected to have responsibility for one area at any given time and rotate as directed by management. These areas include: Receipting of goods via a computerised system efficiently and effectively, Accounts Receivable (including credit control), and Accounts Payable. The post holder must ensure that all transactions are accounted for promptly and within agreed timescales. The post-holder will work collaboratively to deliver the objectives of the team, and will ensure compliance with the Trust's SFIs, Standing Orders and Scheme of Delegation, and other relevant Trust and NHS guidance and policies.

▶ General requirements

- Acquire a working knowledge of all systems and procedures within the department to enable cross cover of other roles. It is the responsibility of all Trust employees to ensure that all duties are carried out in accordance with 'best practice' risk management.
- To assist with Purchase to Pay improvements and developments within the financial system.
- To support the Financial Accounts team as required.

▶ Principal duties

Key Result Areas

Accounts Receivable:

- 1) Maintenance of the periodical income register and the raising of related sales invoices, ensuring that all debtor records are accurate and kept up to date.
- 2) Critically analyse and verify sales invoice requests. Ensure supporting information is validated prior to invoice being raised. Valid debtor request should be actioned within 2 working days.
- 3) Ensure invoices and credit notes raised are accurate, and Output VAT has been included where appropriate in line with Custom and Excise regulations.
- 4) Proactively perform credit control actions to reduce the aged debtors to a minimum level. Keep accurate records of correspondence with customers and keep an issues and query log for follow up actions by team members and management.
- 5) Ensure that Accounts Receivables reminder letters are posted each day and monthly statements are despatched after closedown.
- 6) Respond to telephone queries from other departments within the Trust and external customers.
- 7) Maintain records of outstanding queries and agreed actions on the financial ledger using the notes function attached to customer records.
- 8) Follow up outstanding debtor accounts and, where appropriate, in consultation with the Finance Team Leader, refer debts to a debt collector or the Trust's solicitors and liaise with them on the appropriate action to take
- 9) Bring any debt risks to the attention of the Finance Team Leader and senior management.

- 10) Ensure Purchase Ledger Suppliers' Amendments are action in accordance with set procedures and with the NHS Counter Fraud Authority's guidance. These amendments are to be authorised by the Financial Accounts Assistant.
- 11) To produce and maintain clear standard procedure notes (SOPs) for all aspects of the function.

Accounts Payable:

- 12) Ensure all purchase invoices are registered and processed within 2 working days of receipt. Where invoices have been received without an official order these should be returned to the supplier directly. Details of non-compliance should be brought to the attention of the Finance Team Leader.
- 13) Input VAT should be assessed for each invoice and COS recovery reference should be clearly visible on the document making sure that VAT is recovered first time at all times. Invoice Prepayments should also be considered, and identified and brought to the attention of the Team Leader.
- 14) Reconcile Suppliers' statements for reviews by the Finance Team Leader using Excel spread-sheets.
- 15) Scan or file computer output, processed accounts/invoices and other records as appropriate per the Department of Health and Social Care's Records Retention guidance.
- 16) Respond to telephone queries from other departments within the Trust and external suppliers.
- 17) Ensure the unprocessed invoice report is reviewed weekly and provide detailed reports to the Finance Supervisor of long standing issues. Actively chase approval or goods receipting from budget holders, budget managers and Procurement colleagues to ensure timely payment of invoices.
- 18) Review the Good Received Not Invoiced (GRNI) report monthly and identify to the Finance Team Leader those requiring reversal. The reason for the reversal should be documented for audit purposes.
- 19) Maintain records of outstanding queries and agreed actions on the financial ledger using the notes function attached to supplier records.
- 20) Prevent late payment interest, legal letters and court summons from being pressed upon the Trust by ensuring all queries are resolved in a timely manner.
- 21) To produce and maintain clear standard procedure notes (SOPs) for all aspects of the function.

Goods and Service Receipting:

- 22) Responsible for ensuring that GRN procedures in respect to receipting of all non-stock goods ordered via blanket/value and ad-hoc orders are followed.
- 23) Liaise with Purchasing staff and other Stores Staff to resolve any problems associated with goods receipting and ordered goods.
- 24) Liaise with Accounts Payable section in respect to queries over goods receipting and invoicing as required.
- 25) Regularly monitor the unprocessed invoice report, and take action to rectify any receipting issues preventing invoices from processing and payment.
- 26) Actively monitor the value orders against usage via the Integra order level workflow, and liaise with relevant budget holders as necessary.
- 27) To promote the adherence to the No-PO-No-Payment Policy.
- 28) Liaise with external Suppliers to resolve queries over goods receipting and invoicing as required.
- 29) Resolve customer queries and complaints.
- 30) Responsible for date stamping and distribution of mail relating to purchasing and receipts section as required; and for scanning and attaching these onto the Financial system.
- 31) Responsible for the production and reviews of the Standard Operating Procedures (SOP) relevant to the post.
- 32) Any other duties designated by the Finance Team Leader and agreed with post holder.

General Duties (Payables and Receivables):

- 33) To assist in the Agreement of Balances process, responding to statement queries and ensuring the escalation of disputed balances.
- 34) Update the Authorise Signatory Database (ASD), ensuring all leavers are removed and cost centres are added to all existing signatories.
- 35) To assist with any improvements and developments within the department.
- 36) Provide cover in respect of Residents' Financial Services and ISF day-to-day operations.
- 37) To provide cover to the Cashiering function at the Trust's Finance Department as required

38) Filing, archiving and general administration

Training & Development

39) To be responsible for keeping the skills and knowledge required for the post up to date, which will ensure that all advice given and decisions made are based on the best and most recent information available.

40) To provide education and training to non-finance managers/staff within the Trust and to convey financial concepts clearly and persuasively.

▶ Service development

- To assist with Purchase to Pay improvements and developments within the financial system.
- Contribute to efficiencies within the Department to achieve value for money.

▶ Job description review

This is not an exhaustive list of duties and responsibilities and in discussion with the manager the postholder may be required to undertake other duties which fall within the Banding of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

The post holder should be comfortable in the use of computer technology, have basic keyboard skills and have the ability to use email.

All employees are expected to observe the following:

Equal opportunities and dignity at work – statement of intent

The Trust is a major employer and provider of services. We are committed to building a workforce which reflects the diversity of and meets the needs of the local community.

We oppose all forms of discrimination on legal and moral grounds and recognise that discrimination creates barriers to achieving equality for everyone.

The Trust is committed to making equality of opportunity and fair treatment a reality whereby an individual can seek, obtain and continue employment without unfair discrimination.

As an equal opportunities employer, we will ensure that all job applicants and employees receive fair and equal treatment and will not be disadvantaged by unjustified conditions or requirements.

The Trust's Equal Opportunities and Dignity at Work Policy underpins the Trust's commitment to achieve equality and fairness at work and to ensure that individuals or groups are not unfairly discriminated against.

We are committed to improving our practice through signing up to initiatives such as Stonewall Champions, the Disability Standard/Disability Confident and Mindful Employer.

Safeguarding children and adults

The Trust is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and contracted staff to share this commitment and act in such a way that safeguards and promotes the health and wellbeing of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff are expected to know about and follow the Trust's safeguarding children and safeguarding adult policies which can be found on the Trust intranet and participate in related mandatory/statutory training.

Risk management

Staff should be aware of the principles of risk management and adopt appropriate practice to reduce the risk to themselves and others. In particular, staff should observe the Trust's Risk Management Strategy, Risk, Incident and Serious Incident reporting and management policies, Health and Safety regulations and the risk management training requirements for all staff.

Infection prevention and control

Staff are expected to comply with the Trust's Infection Prevention and Control policies and conduct themselves in such a manner as to minimise the risk of causing healthcare associated infections.

Person Specification

JOB TITLE

Here at Sheffield Health and Social Care NHS Foundation Trust, your values are as important as the skills and competencies you bring with you and will learn here.

VALUES – assessed at interview	TECHNICAL SKILLS	Assessed at interview/ application
Behaviours and values <ul style="list-style-type: none"> Working together for service users <p>Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</p> <ul style="list-style-type: none"> Respect and kindness <p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p>	Knowledge and skills <p>Essential</p> <ul style="list-style-type: none"> Communication skills and understanding necessary to train other staff Ability to meet deadlines through effective organisational and planning skills Good communication skills and verbal reasoning Able to work effectively as a team member Ability to work under own initiative 	<p>A/I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>A/I</p>

<ul style="list-style-type: none"> • Everyone counts <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others.</p> <ul style="list-style-type: none"> • Commitment to quality <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> • Improving lives <p>We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.</p>	<ul style="list-style-type: none"> • Methodical approach to work • Professional approach • Ability to question • Flexible and adaptable - able to manage competing and changing workloads • Responsible attitude when dealing with confidential information <p>Desirable:</p> <ul style="list-style-type: none"> • 2 years of practical experience within a finance department • Awareness of Data Protection rules • Awareness of Safeguarding 	<p>I</p> <p>I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>A</p> <p>A</p>
	<p>Training and qualifications</p> <p>Essential</p> <ul style="list-style-type: none"> • Maths and English GCSE Grade C or above • NVQ level 3 / Association of Accounting Technicians (AAT) Intermediate Level, or equivalent experience <p>Desirable:</p>	<p>A</p> <p>A</p>

	<ul style="list-style-type: none"> European Computer Driving Licence or similar 	A
	Experience Desirable: <ul style="list-style-type: none"> NHS finance experience 	A
	Other Essential: <ul style="list-style-type: none"> Flexibility in relation to working hours, particularly in achieving deadlines, e.g. year-end returns, cover arrangements etc. 	I

Value	Behaviours to test at Interview
<ul style="list-style-type: none"> Working together for service users Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong. Respect and kindness 	<ul style="list-style-type: none"> I do what I say I am going to do I work to build trust I work flexibly with others, inside and outside SHSC, to identify and achieve the best outcomes I value and acknowledge the contributions made by others I share my knowledge and skills and offer practical support to others I speak up if something is not right I treat others as I would like to be treated myself, with dignity and

Working together for service users

Respect & kindness

Everyone counts

Commitment to quality

Improving lives

<p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p> <ul style="list-style-type: none"> • Everyone counts <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others.</p> <ul style="list-style-type: none"> • Commitment to quality <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> • Improving lives <p>We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier</p>	<p>consideration, and challenge others when they do not.</p> <ul style="list-style-type: none"> • I am polite, courteous and non-judgemental • I am aware that how I behave can affect others • I appreciate and recognises other qualities and contributions • I work to build relationships based on high trust <ul style="list-style-type: none"> • I work to ensure our services are accessible for everyone • I appreciate people's differences and pay attention to meeting different needs • I actively try to help others to get what they need • I consult with and include others in decisions that affect them <ul style="list-style-type: none"> • I look for ways to continuously improve services • I work collaboratively with others to achieve excellence • I speak up if I think something is not right • I accept and respond to constructive feedback and challenge from others • I admit if I make a mistake <ul style="list-style-type: none"> • I work flexibly with others to identify and achieve the best outcomes • I share my knowledge and skills and offer practical support to others • I value and acknowledge the contributions made by others • I support service users and colleagues to achieve their potential
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