

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Credit Controller |
| **Reports to**  | Accounts Receivable Team Leaders |
| **Band**  | 2 (Subject to Banding) |
| **Department/Directorate**  | Cash Management/Finance/Corporate |

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| **JOB PURPOSE**  |
| The Trust’s Cash Management Department is responsible for providing a quality, accurate and cost-effective Treasury Management service for the Trust. Key functions include the management of the Trust’s cash-flow helping to ensure the Trust has sufficient cash to meet its financial liabilities, providing an effective and efficient accounts payable service and an accounts receivable/credit control service.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Credit Controller’s main duties will be to assist and actively support the Cash Management Manager and Team Leaders in providing a reliable, accurate and efficient service with regard to the collection of receivables and credit control, and assisting within the General Office providing information and services to patients, customers and members of Trust staff. |
| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Credit ControlNo. of Staff reporting to this role: 0 The post holder is required to deal effectively with staff of all levels throughout the Trust. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Staff in the Cash Management Team
 | * Non-NHS and Commercial Organisations
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| * Staff in the wider Finance Team
 | * Other NHS Organisations
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| * Staff in the Trust
 | * Debt Recovery Agents
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|  | * Patients and Members of the Public
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| **LOCATION** |
| The Cash Management Department has offices in both Exeter and Barnstaple. This role can be undertaken from either office, but there may be a need to travel to the other office occasionally.Hybrid working is possible, but it is expected that the post holder will work in the office for at least 50% of their working hours. |

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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Ensure compliance with Standing Financial Instructions, specified controls and agreed systems of internal check.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Deal with patients, colleagues, customers and suppliers in a confidential and sensitive manner. This can be by telephone, by email or in person.
* Liaise with debtors/creditors as required to resolve queries relating to non-payment, including the investigation of queried invoices and negotiation of payment plans as appropriate. This requires being tactful and sensitive to the situation, whilst ensuring that the Trust’s requirements are met.
* Adhere to the organisation's standards of customer care when communicating with a range of clients on a range of matters.
* Respond to routine correspondence, telephone queries and internal and external enquiries.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Assist the Team Leaders with the reconciliation of allocated balance sheet control accounts in accordance with the timetable and laid down procedures.
* Regularly review outstanding debts and recommend further action where appropriate. Where external debt collection is appropriate, collate the required information.
* Follow up outstanding debts, including making telephone calls and follow up emails to ensure that receivables are recovered in accordance with agreed credit terms.
* Investigate posting queries, and correct errors and omissions promptly.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plans own workload to ensure internal and external deadlines are met.
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| **PATIENT/CLIENT CARE**  |
| * The post holder is required to remember that patient care is central to all activities undertaken in the Department.
* The post holder will have incidental contact with patients, usually in relation to financial matters.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Update and maintain guidance notes and procedures.
* Participate in, encourage and support the improvements in working methods and the sharing of ideas and procedures within the Cash Management Department and Finance as a whole.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Receive cash, cheques and credit card payments on behalf of the Trust and accurately record their receipt, including the preparation and processing of cash sheets and routine income.
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| **HUMAN RESOURCES**  |
| * Assist in training new members of staff to undertake routine tasks.
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| **INFORMATION RESOURCES**  |
| * Produce and send customer statements and reminder letters.
* Maintain customer records, ensuring compliance with relevant procedures and legislation.
* Assist with the preparation, production and sending of income invoices and credit notes from requests, schedules or similar notifications, ensuring compliance with laid down policies and procedures, including VAT implications.
* Use a number of IT systems including Unit 4 and Microsoft Office.
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| **RESEARCH AND DEVELOPMENT** |
| * Research and Development activities are not a routine part of the work of the Cash Management Team. However, the post holder is expected to take part in any relevant activities as required and where appropriate.
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| **PHYSICAL SKILLS** |
| * This role includes data entry tasks where both speed and accuracy are essential.
* Undertake general filing, photocopying and scanning.
* Opening and distributing of daily post and emails.
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| **PHYSICAL EFFORT** |
| * This role may include some elements of manual handling.
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| **MENTAL EFFORT** |
| * The post holder is expected to be able to concentrate for prolonged periods of time, and to manage interruptions that occur during the working day.
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| **EMOTIONAL EFFORT** |
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| **WORKING CONDITIONS** |
| * This role is an office-based role, with high levels of VDU usage.
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| **OTHER RESPONSIBILITIES**  |
| * Participate in any other task or projects appropriate to the grade as directed by the Department Manager.
* Take part in regular performance appraisals.
* Undertake any training required in order to maintain competency including mandatory training, e.g. manual handling
* Contribute to and work within a safe working environment
* Behave in accordance with the Trust's values
* Comply with Trust Infection control policies and act at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Credit Controller |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** 5 GCSE or equivalent, including Maths and EnglishAAT level 2, or CICIM level 3, or equivalent experience | X | X |
| **KNOWLEDGE/SKILLS**Basic understanding of accounting principlesIT literate, and competent in the use of Microsoft Office software (Excel, Word, Outlook)Ability to work to deadlines | XXX |  |
| **EXPERIENCE** A minimum of 6 months experience of working in an office environmentA minimum of 12 months experience with computerised sales or purchase ledgers, within the last 3 years | X | X |
| **PERSONAL ATTRIBUTES** Ability to work within a teamAbility to adapt to changing circumstances or priorities.Attention to detailAccuracyAwareness of confidentiality and data protectionCommitted to personal and professional developmentGood oral and written communication skillsWillingness to contribute to the development of more efficient and effective systems and methods | XXXXXXXX |  |
| **OTHER REQUIREMENTS**  A positive commitment to uphold diversity and equality policies approved by the Trust.Ability to travel to other locations as required. | XX |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y | R |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use (> 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | Y |  |  | M |  |
| Emotional Effort  | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | O |  |  |