

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Accounts Receivable Team Leader |
| **Reports to**  | Cash Management Department Manager/ Cash Management Northern Lead |
| **Band**  | 4 (Subject to formal matching) |
| **Department/Directorate**  | Cash Management/Corporate Services |

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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 Accounts Receivable Team Leader’s main duties will be to lead the Accounts Receivable Team in providing a reliable, accurate and efficient service with regard to the invoicing and collection of payment for goods and services supplied. |
| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Accounts ReceivableNo. of Staff reporting to this role: 8 (7 WTE) 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
* Debt Recovery Agents
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| * Staff in the Trust
 | * Patients and Members of the Public
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Work independently, within the Trust’s policies and procedures, without reference to a manager. This includes decision making within agreed parameters.
* 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, email, Microsoft Teams or in person.
* Liaise with external debt collection agencies and legal advisors 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.
* Liaise with customers 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.
* Advise and assist Trust employees on the methods and procedures relating to the raising of sales/income invoices and credit control operations for the Trust, ensuring that relevant financial and accounting concepts are clearly explained where appropriate, and adapting the training method and style to the individual’s needs.
* Provide a source of expertise to members of the team, the wider Cash Management team and other Trust areas in the resolution of day to day queries, and the methods and processes of routine and non-routine tasks and procedures.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Understand and participate in the preparation and monitoring of the daily and monthly cash flow mechanisms, helping to ensure that the Trust has sufficient liquidity to meet its financial obligations.
* Supervise the reconciliation of allocated control accounts to the general ledger in accordance with the required timetable and accepted criteria.
* Investigate posting queries, and correct errors and omissions promptly.
* Manage the external debt collection agency ledger, including logging new cases, agreeing payment plans, responding to enquiries, and keeping full records of all cases.
* Regularly assess outstanding debts, including the economic viability of possible actions and make recommendations for further action or write off as appropriate.
* Manage the bad debt provision process to include writing off bad debts, raising invoices where a risk share agreement is in place, bad debt reporting and reconciliation of the control account, in line with procedures and protocols.
* Supervise and monitor the compilation of reports for information and statistical purposes.
* Contribute with the preparation of the year end and similar routine reporting functions and deadlines, ensuring that tasks are understood and deadlines are met, particularly with supporting the agreement of inter NHS balances.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Supervise the team and assist the team members in ensuring enquiries are handled in an effective and professional manner.
* Plan own workload to ensure internal and external deadlines are met.
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| **PATIENT/CLIENT CARE**  |
| * Assist with the administration of the General Office duties including reimbursement of travel claims, petty cash, telephone and desk enquiries, recording and banking of monies received.
* The post holder will have incidental contact with patients, usually in relation to financial matters.
* The post holder is required to remember that patient care is central to all activities undertaken in the Department.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Working with the Department Manager and the Cash Management Northern Lead, monitor and review working practices and procedures and implement agreed revisions. Ensure affected users, colleagues, departments and audit are informed of proposed changes. Ensure policies and procedures are revised in line with amended procedures once implemented.
* Propose changes to assist in streamlining working practices, to help ensure that processes are effective, efficient and provide value for money.
* Update and maintain guidance notes and procedures.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Supervise the administration of reporting the receipt of cash, cheques and credit card payments on behalf of the Trust.
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| **HUMAN RESOURCES**  |
| * Lead, support and guide the team members in the resolution of non-routine queries, including ensuring all staff are aware of changes in relevant legislation or policy and procedures.
* Supervise the Team and ensure that the team is appropriately staffed. Monitor the team’s annual leave and flexi time to ensure adequate staffing levels. Liaise with other team leaders in Cash Management to ensure that adequate cover is available and provided.
* Work with the Cash Management Manager and the Cash Management Northern Lead to support the management of sickness absence in accordance with Trust policies.
* Participate in the recruitment, training and development of staff in line with guidelines, including serving on recruitment interview panels as required.
* Ensure that all members of the team take part in regular performance reviews, in line with Trust guidelines.
* Ensure that all members of the team undertake any training required in order to remain compliant with mandatory training requirements.
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| **INFORMATION RESOURCES**  |
| * Be responsible for ensuring that supplier statement reconciliations are undertaken in accordance with the Department’s key performance indicators.
* Assist with the administration of the bank accounts and cash and bank records for the Trust, to ensure they are maintained accurately and promptly in the Banking Administrator’s absence.
* Provide cover for the Banking Administrator, including supervising, monitoring and controlling the processing of banking receipts and payments to the general ledger, ensuring all appropriate procedures, conventions and descriptions are used when processing, ensuring that bank reconciliations and associated control accounts are completed in line with timetables, and that any errors or omissions are investigated and corrected.
* Manage and monitor the additions and amendments to the Masterfile database, ensuring that the correct procedure is followed and that any anomalies, errors or omissions are investigated and resolved.
* Monitor the raising and processing of invoices to ensure that invoices are accurately raised, in a timely manner, and in accordance with internal guidance and controls.
* Use a number of IT systems including Unit 4 and Microsoft Office
* Support the preparation of the Department’s monthly key performance indicators.
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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.
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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** |
| * The postholder may be required to deal with staff attendance and performance matters, in line with the relevant Trust policies.
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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.Behave in accordance with the Trust's values.Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs 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 (DSE) 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 postholder. 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.  |

PERSON SPECIFICATION

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| **Job Title** | Accounts Receivable Team Leader |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**5 GCSE or equivalent, including Maths and EnglishEducated to A-Level standard, or equivalentAAT level 4, CICM level 5 or equivalent experience | YesYesYes |  |
| **KNOWLEDGE/SKILLS**Good understanding of accounting principles, including general ledger, double entry transactions and Trial Balances Good Spreadsheet skillsGood understanding of VAT, preferably within the NHSKnowledge of banking procedures and methodsAdvanced IT skillsExcellent interpersonal/customer service skillsAbility to prioritiseAbility to work to deadlinesAbility to recognise the significance of cashflow information | YesYesYesYesYesYesYesYesYes |  |
| **EXPERIENCE** A minimum of 2 years experience with computerised sales or purchase ledgers, within the last 3 yearsA minimum of 2 years’ supervisory experienceUse of integrated computerised financial systemsUsing modern office communications and facilitiesProcess management and data controlOperation of a payments workflow systemWorking with short and medium term cashflow models | YesYesYesYes | YesYesYes |
| **PERSONAL ATTRIBUTES** Ability to lead a team Ability to adapt to changing circumstances or priorities. Willingness to take responsibilityAttention to detail Accuracy Awareness of confidentiality and data protection Ability to concentrate for prolonged periods of time and to manage interruptions Committed to personal and professional development Good oral and written communication skills Willingness to contribute to the development of more efficient and effective systems and methods | YesYesYesYesYesYesYesYesYesYes |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | YesYes |  |

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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 |  | O |  |  |
| 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  | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | O |  |  |