

Role profile

Job Title:	Business Support Finance Officer	Grade:	7
Department:	Safeguarding & Support	Post no.:	69185 69286
Directorate:	Children's Services	Location:	Perceval House

Role reports to:	Deputy Business Support Manager
Direct reports:	Nil – not applicable to post
Indirect reports:	Nil – not applicable to post

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of Role

- Providing high-quality support in the day to day running of Business Support services which includes provision of a comprehensive accounts function, including all aspects of the invoice payment process, sundry debtors, and the year-end closing of accounts, in accordance with statutory requirements and the Council's policies and procedures.
- Ensuring that all internal and external payments to providers and carers relating to the departments Looked After Children, Care Leavers, Children with Additional Needs, Direct Payments and the Departments Interpreter payments are processed within the Councils Best Value Targets for Payments.
- Ensuring all financial assessments relating to Special Guardianship and Adoption Orders are processed within Councils Best Value Targets for payments and completed within set timescales

- Ensuring accurate budget monitoring information is provided monthly to the departments finance team for budget reporting to Corporate and Senior management.

Key Accountabilities:

- To meet a range of fluctuating pressures and daily demands by adhering to determined deadlines and targets for invoice processing and payment within the Council Performance targets for invoice payment.
- To ensure that all residential schedules are printed, checked, distributed and paid in line with the 4-week payment timetable.
- To ensure that purchase order/ requisitions are raised promptly and all invoices are paid within the Council's payment terms.
- To ensure that sundry debtor invoices are raised promptly and correctly, the progress is monitored and appropriate recovery action is taken.
- To monitor the status of invoice/payment requests on Business World to ensure that correct and timely payment is made and to liaise with the Central Payments Team to resolve any payment queries.
- To be a Business World Super User, with an in-depth knowledge of Business World Web and Back Office modules and provide training, advice and support to Children's Services staff.
- To contribute to the closure of accounts including preparing working papers and accruals schedules to meet corporate deadlines.
- To ensure that reconciliations are carried out and queries are identified and resolved for the following areas: Service Provider payments, Direct Payment clients and Individual Budget Holder accounts.
- To provide fit for purpose, accurate and timely verbal and written financial information, advice and guidance to staff on all aspects of the finance function, in accordance with the Council's financial regulations and best practice.
- To ensure effective liaison with Government departments, statutory and external agencies such as care home providers, sundry suppliers and debtors, particularly in relation to addressing and resolving payment queries efficiently
- To take responsibility for own professional development, keep up to date with relevant statutory legislation and regulations in relation to the accounts function such as VAT, standards, service developments and initiatives and the Council's policies and procedures.
- To promote and implement all the Council's policies and procedures including equalities and diversity, health and safety, customer care, security and the use of assets and data.

- To assist in reviewing and updating documentation and procedures as directed by the Deputy Support or Business Manager
- To maintain accurate computerised & manual records of detailed financial information in respect of expenditure assigned to specified budgets. To analyse information and produce detailed financial management reports
- To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity Policy, Health & Safety, Customer Care requirements and within all legislative, regulatory and departmental policies.
- To be responsible for setting up, administering, attending & participation at meetings as identified by team manager.
- To ensure that duties are undertaken with due regard and compliance to GDPR and other legislation to maintain confidentiality at all times.
- To deal with and resolve contentious queries received from clients, departmental staff, agencies and other professionals in respect of financial transactions and payments with due regard to customer care and the Council's Equalities & Diversity Policy.
- To assist in the induction training of Children's Services staff within the remits of the post, as appropriate.
- To undertake other duties and responsibilities of a similar nature which reflect the level of those described above as and when required, as directed by the Deputy Support or Business Manager

Key performance indicators

- Invoices are paid within the Councils Best Value Target Times
- All payments are assigned to correct Budget Expenditure
- Accurate Monitoring & Reporting of Financial Information for Budget Reporting
- End of Year Closure of Accounts is in Line with Audit & Financial Regulations
- In-House Cares, Care Leavers Subsistence BACS payments and recipients of Direct Payments receive weekly payments to agreed time scales

Key relationships (internal and external)

- Senior Management Team
- Departmental Finance Team
- Commissioning Teams
- Central Accounts Payable Teams
- Social Care Managers
- Social Work Staff

- External Service Providers
- In-House Carers
- Care Leavers
- Purchase to Pay Team
- Service Users

Authority level

- Raising purchase order requisitions and goods receipting on Business World
- Printing, checking and distributing payment schedules
- Checking and processing Supplier invoices and payment requests
- Raising sundry debtor invoices
- Carry out various reconciliations
- Produce financial information as and when required

Additional Requirement

- None

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Essential knowledge, skills and abilities

1. To have experience of a Financial Accounting System in relation to invoice processing and processing end of year transactions. To understand the movements of budgets on Financial Systems and take appropriate action
2. Experience in assessing and analysing information for accuracy, data quality and consistency, to have the ability to manipulate a database to provide detailed management information/reports
3. Ability to understand and adhere to the principals of Equality and Diversity issues and integrate this into practice and in particular to service delivery. To communicate effectively and deal with enquiries from members of the public, staff and other agencies in line with the Council's Customer Care
4. Ability to work as part of a team, to include the ability to prioritise own workload against competing priorities and deadlines
5. Ability to perform numerical skills calculations, including VAT.
6. Ability to devise, implement, maintain and review team and own sections systems both manual and electronic.
7. Ability to work within the Councils Financial & Audit regulations or similar related, to be able to interpret policies, procedures and legislation, including requirements under the Health and Safety at Work Act.
8. Skills in the use of word-processing, spreadsheets and databases, to advanced level.
9. Ability to be able to organise and prioritise own workload to meet fixed targets and deadlines
10. To communicate effectively, verbally and/or in writing, with staff, peers, members of the public, providers and professional agencies to obtain necessary information and/or to offer advice and guidance on issues covered within the remits of the Business Support team
11. Experience in providing full administrative service and taking minutes which must include setting up Panel meetings and ensuring all relevant paperwork is prepared/available for each meeting
12. Experience of working in the finance sector
13. Experience of purchase orders and invoice processing
14. Experience of carrying out reconciliations on payments to Service Providers and Service Users

15. Working knowledge of major financial management systems and other IT related software, including proficiency in MS Excel
16. Ability to maintain confidentiality in accordance with GDPR, Freedom of Information and associated legislation and ability to communicate with customers and deal sensitively with complaints/queries from a wide variety of stakeholders at all levels

Essential qualification(s) and experience

1. Substantial financial and administrative experience.
2. Advanced Excel & Word Microsoft Office 10.
3. To have obtained or be studying towards an appropriate qualification e.g. NVQ II in Finance or Administration, or equivalent work-based experience

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

