

JOB DESCRIPTION

JOB TITLE:	Finance Officer – (Billing & Debt Collection)
LOCATION:	Newlon House, 4 Daneland Walk, Hale Village, N17 9FE
SALARY:	£29,902 per annum plus eligibility for up to 5% performance related pay
REPORTING TO:	Senior Finance officer – (Billing & Debt Collection)

A MAIN OBJECTIVES

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| <ul style="list-style-type: none">• Support the efficient operation and performance reporting of the sales ledger and credit control service supplied to Group entities as per target and Service level Agreements.• Adherence of Group staff to all Sales Ledger / Credit Control Policies and Procedures. |
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B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1	Assist the Senior Finance officer to ensure efficient operation of the Billing/Invoicing services for the Group	<p>Adherence to group entities' Sales Ledger / Credit Control Policy and Procedure and making recommendations for improvement in efficiency or controls wherever possible.</p> <p>Have thorough working knowledge of the Group entities' sales contracts, invoicing and payment provisions, contractual end dates and extensions.</p> <p>Ensure the adherence to billing timetable for all sales activities (recurring and ad hoc).</p> <ul style="list-style-type: none"> ➤ Outward Support contracts & Spot/Ad hoc contract ➤ Nutley Edge holiday let & Outward activity breaks. ➤ Rent void guarantee invoicing ➤ Intercompany invoicing ➤ Hall hire invoicing <p>Support in the periodic reconciliation between contract database and contract templates within CSB software.</p> <p>Provide support during income budget setting / forecasting and to service financial performance reviews (income element).</p> <p>Support in the delivery of invoicing information by Outward managers (due 5pm, 1st working day of the following month) and completion of invoicing for the preceding month (due 5pm, 5th working day of the following month). Investigate reasons for material or recurring delays and seek resolution / recommend improvement.</p> <p>For income not recorded in the contract database ensure a suitable invoice request form or other appropriate process is in place and procedure is followed.</p>

2	Support the efficient operation of the credit control, debtor collection and cash allocation service for the Group.	<p>Support on monthly and periodic reviews of the sales ledger.</p> <p>Support in monitoring the length of time taken by the credit control team to pass specific or generic non-payment queries to Outward managers and the response times from Outward managers and report material non-compliance with agreed standards in policy and procedure.</p> <p>Review bank statements each day to identify debtor cash receipts</p> <p>Liaise with the rent team to transfer and allocate cash between rent and debtor accounts where necessary.</p> <p>Allocate all debtor cash received to debtor accounts within 24 hours</p> <p>Outward Specific: For local authorities who pay using a self-bill schedule rather than on invoice, support the periodic returns itemising over / under or non-payment of invoiced amounts is made available to Outward managers and where needed Outward managers are taking appropriate action to resolve issues monthly.</p> <p>Assist in preparing and maintaining monitoring schedules of; > Outstanding debts and un-invoiced services. > Excessive notification and response times. > Failure to meet deadlines.</p> <p>Where it is considered a debt should be written-off or credited, prepare the case for write-off or credit and present, for authorisation, in accordance with Outward's scheme of delegated authority. Identify and action learning points from these cases.</p> <p>Ensure that debtor receipts are posted into and out of the debtors cash control account promptly and that the debtors cash control account is</p>

		reconciled within 12 working days of each month end and that unmatched transactions are investigated and resolved within three months.
3	Support the accurate and timely reporting of sales ledger and credit control performance against agreed performance indicators where available.	<p>Support in preparing information required for agreed key and other performance indicators.</p> <p>Performance will be reported:</p> <ul style="list-style-type: none"> • Monthly to the Director of Care & Support • Monthly to Outward's operational performance (OPR) meeting • Monthly to Deputy Finance Director – All group entity aged debtor reports. • As a standing agenda item to the Operations Committee • As a standing agenda item to the Outward Board <p>KPI's and performance indicators (PI's) currently include but are not limited to:</p> <ul style="list-style-type: none"> • Net debt • Gross debt before payments received in advance • Debt greater than six months old • Unallocated 'cash' receipts on debtor accounts • Debtor days: (gross debt / annual invoicing) / 365 • Income unable to invoice • Balance on debtor cash control account • Timeliness of invoicing and follow-up actions
4	Assist in delivering internal and external audits.	<p>Support the Senior Finance Office during audits and any other internal or authorised external party reasonably requiring information concerning invoicing and credit control.</p> <p>Assist in providing information, explanations and documentation are provided promptly to auditors, including uploading to portals where provided. Liaise with Outward for the supply of contract documentation to auditors.</p>

		At the year-end and periodically assist in the review of the debtors ledger and preparation of doubtful debt provisions against individual debts accordance with group policy.
5	Assist with other tasks and participate in activities within the Finance Department as requested	<p>Cover for other staff in the Finance team as and when required.</p> <p>Ensure that all required tasks are carried out on time in support of the year-end audit timetable.</p> <p>Participate in active and constructive manner in team meetings and other events.</p>
6	Contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold objectives of reliability, consistency and speed built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times • Procedural and guidance notes, consistent with the group credit control policy are prepared and maintained up to date

No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.