

# WOULD YOU LIKE TO SUPPORT OUR FINANCE TEAM

Please have a read through the following information along with the Job Description and Person Specification included below – Think about if joining our great team is right for you!!

# ABOUT US

Watford Mencap supports over 800 people with learning disabilities and their families in South West Herts. We are affiliated to Royal Mencap but are a self-funding and independent local charity that has provided services and support to local families for the past 70 years. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them towards fulfilling their life ambitions.

We currently operate across 11 sites in Hertsmere, Three Rivers and Watford. It’s an interesting time of change for the charity, having recently bought a new building in central Watford to bring together our charity’s head office and children’s centre along with plans to develop a range of brand-new community activities at the Hub.

Our drive is to deliver services that are both person-centred and efficient, sustainable and diverse. There are always new challenges so we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ around 170 staff and provide support and services to over 800 people with learning disabilities and their families including residential services, outreach services, children’s services and leisure services for adults.

This is an exciting time to be joining Watford Mencap. You will join the small Finance team to play an important role in providing Finance service to the organisation. This will involve data entry, reconciliation, sales invoicing, payment processing, assisting with reporting, project audits, payroll administration, often working with accounting software and supporting budget holders.

This role will enable you to build great relationships with our project managers and further enhance our Finance service to deliver a stable flow of data and information. You will work 21 hours, over 3-4 days a week. You will be office based with the occasional requirement to visit other sites.

As an employer, we have Silver accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervisions and annual appraisal, as well as coaching and mentoring. We value our workers and have a range of staff benefits as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

**OUR VALUES**

We are **INCLUSIVE.** People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society

# Finance Officer Job Description

# About the role

People – it’s what we do. We rely on around 170 people to provide support to the 800 families that we help in SW Herts.

The main focus of this role is to support the Finance team in all aspects of the Finance function. You will support the finance manager, building your knowledge and experience to ensure the smooth running of the team during your managers leave and absence. Developing over time a knowledge of all key financial tasks within the team.

This is a generalist role so there is a lot of variety in the work. Reporting to the Finance Manager you will provide accurate information by ensuring all financial records are up-to-date and organized. You will support the implementation of finance policies and procedures.

You will work closely with your colleagues to keep them informed of the progress made towards the assigned tasks. This may involve working closely with finance volunteers.

It’s essential that you enjoy communicating and building relationships with people both internally and externally. That you have strong attention to detail and are able to deal with confidential matters sensitively and professionally.

You will work closely with the Finance Manager to deliver the service, including planning and delivery of the monthly financial reporting to the Trustees and Senior Management team.

It is essential that you are confident to work on your own, resilient and able to meet tight deadlines in this varied role.

The post is based in our Head Office on Langley Road in Watford with excellent links by public transport and to M25 and M1.

**Duties and Responsibilities:**

**Job Description**

**Reporting to: Finance Manager**

**Reports: Finance volunteers**

**Main purpose of the job**

* To deliver accurate financial data into an accounting system, maintaining ledgers, and ensuring all financial records are up-to-date and organized.
* To support the Finance Manager in the smooth delivery of a high-quality Finance service, deputising for the finance manager during periods of absence and leave.
* To support, develop and maintain finance systems and processes ensuring efficiency and effectiveness. Suggesting and implementing improvements for streamlining.
* To build effective working relationships with stakeholders.

**Key tasks**

**Data Entry**

Accurately inputting financial data into Xero accounting systems, maintaining ledgers, and ensuring all financial records are up-to-date and organized.

**Transaction Processing**

This involves receiving, verifying and processing invoices from suppliers, coding supplier invoices and obtaining the necessary approval, and ensuring timely and accurate payment. Working alongside operational managers to ensure invoices are coded correctly, ensuring Xero is as accurate as possible.

Working with operational managers to bring all utility meters to working smart meters, whilst ensuring all current meters are read regularly until this is achieved

**Managing petty cash, credit card and bank transactions**

This includes maintaining accurate records of cash movements, reconciling bank statements, and managing petty cash float

**Handling expenses and reimbursements**

This involves processing expenses claims from staff and volunteers, ensuring proper documentation, and providing timely reimbursements.

**Creating and issuing sales invoices**

Preparing invoices monthly in-line with Customer contracts, working closely with our operations team to ensure all income is invoiced promptly and in the format required by the funder. Submitting additional information if required and uploading work to the required portals to ensure payments are made

Sending invoices for payment and ensuring payments received on a timely basis

Resolve any queries relating to sales ledger, both internally and externally.

**Rent and Housing Benefit**

Create and maintain rent statements for Watford Mencap tenants, liaison with local councils regarding housing benefit and ensure tenants are kept informed of their rent situation

**Payment Processing**

Preparing and processing payment runs, including supplier payments, and ensuring proper authorization and documentation

**Assisting with Reporting**

Supporting the preparation of financial reports, including management accounts, reports for funders and annual financial statements.

**Payroll & Pensions Support**

Support payroll processing through the collation of departmental information in a timely manner. Prepare, input & check payroll documents, using excel and payroll database (iHCM) to ensure records are accurate and up to date.

**Budget Support**

Assisting in the development of the annual budget and supporting budget holders in managing their budgets.

**Monitoring income and expenditure**

Tracking income and expenditure against the budget, identifying variances, and investigating any significant discrepancies. Ensuring all money is received from contracts including any additional ad hoc funding

**Providing financial information**

Providing financial information to the Finance Manager and other stakeholders. Attendance as required at our audit and finance committee meetings.

**Customer and Supplier Account Management**

Maintaining customer and supplier accounts, resolving queries and ensuring timely payment.

**General Administrative Support**

Providing general administrative support to the finance team, including answering phones, managing correspondence, and filing documents.

**Compliance**

Ensuring compliance with relevant regulations and procedures, including those related to gift aid, VAT and other taxes if relevant

**Maintaining financial policies and procedures**

Helping to develop and implement financial policies and procedures, ensuring they are adhered to by all staff.

**Supporting the audit process**

Assisting with the annual audit, providing information to the auditors, and responding to their queries. Conducting client audits and managing housing benefit payments (rent receipts)

Completing project internal audits

**Using accounting software and IT systems**

Proficiency in accounting software such as Xero, Excel, and other relevant IT systems. Working with Operational managers to ensure Xero remains accurate and up to date

**Developing financial processes**

Identifying opportunities to improve financial processes and implementing new systems.

**The duties and responsibilities of this position may change over a period.**

**Person Specification**

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| --- | --- | --- |
| **Qualities required** | **Essential** | **Essential**  **or Desirable** |
| Values | Able to demonstrate a genuine commitment to the Values and goals of Watford Mencap | Essential |
| Education and Qualifications | AAT qualification or equivalent | Desirable |
| Evidence of continued professional development | Essential |
| Experience | Minimum 2 years’ experience in a Finance role, ideally within health & social care or a regulated industry | Essential |
| Previous experience of working in a social care or health care setting | Desirable |
|  | Experience of Finance administration, including working with and maintaining Finance and payroll databases | Essential |
| Knowledge | Knowledge of Finance processes & best practices | Essential |
| Skills and Abilities | Excellent IT skills required to be able to manage own administration and be confident to use relevant IT systems (including MS Teams, Excel, Outlook, Web-based databases, payroll system (iHCM) and Xero Accounting system or equivalent | Essential |
| Strong communication skills and you able to give advice to managers on Finance policy and procedure | Essential |
|  | Report writing and analytical skills | Essential |
|  | Highly organised & good time management | Essential |
|  | Able to prioritise own workload | Essential |
|  | Good problem-solving skills with strong numeracy skills | Essential |
|  | Strong attention to detail: required for preparing management accounts | Essential |
|  | Excellent telephone manner & confident speaking to people on the phone | Essential |
|  | Self-sufficient in own admin | Essential |
|  | Able to demonstrate the ability to work consistently to processes accurately. | Essential |
|  | Able to work well independently and in a team | Essential |
| Personal Qualities | Excellent interpersonal skills | Essential |
|  | Able to build strong relationships with managers | Essential |
|  | Able to deal with sensitive and confidential information professionally | Essential |
|  | Ability to motivate, influence and encourage others | Essential |
|  | Resilient and able to work calmly under pressure to tight deadlines | Essential |
|  | Flexible and adaptable team player with a “can do attitude” | Essential |
|  | Able to remain positive and deal with issues fairly and consistently | Essential |
|  | Able to travel to projects across South West Herts | Essential |

**Our Values**

To be successful in this role we expect you to share and live our values:

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| **Value** | **Behaviour** |
| **Inclusive** | You involve the people we support to live the life they choose by encouraging them to get involved payments of their rents, invoices etc |
| You listen to the views of the people we support and their families and include their views in your planning. |
| You are adapt your approach to the needs of the person at the time – making finance processes easy as possible for managers, staff and people we support |
| **Respectful** | You demonstrate through your actions respect, dignity, diversity, and privacy for people we support. |
| You develop and maintain effective working relationships with people we support, their families, colleagues and partner organisations. |
| You work flexibly and can adapt to changes in workload as necessary. |
| You can bring your team and people you support with you. |
| **Welcoming** | You can communicate with a range of people with differing abilities, ensuring the finance team are accessible to all |
| Develop and maintain a welcoming atmosphere for the people you support and their families. |
| You are welcoming and warm to visitors, and colleagues, building a rapport quickly. |
| **Progressive** | Keep your finance skills up to date and embrace increasing your charity and social care knowledge. |
| Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately. |
| Manage finance systems efficiently and effectively. |
| Strong financial skills used to ensure best value for money. |
| **Challenging** | Professionally challenge prejudices that cause barriers for people living with learning disabilities. |
| Able to positively challenge colleagues to ensure finance policies, procedures and processes are followed by all. |