**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | | | |
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| Job Title: | Accounts Assistant | | |
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| Responsible to: | Support Services Manager | | |
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| Department(s): | Central Services | | |
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| Salary: | £23,000 per annum, pro rata (20 hours) | | |
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| 1. JOB PURPOSE | | | |
| Reporting to the Support Services Manager, the post holder is responsible for ensuring that financial transactions are made and recorded accurately and timely and to liaise with external partners to produce regular and accurate financial information for the hospice and its subsidiaries.  To ensure that a professional, proactive and efficient service is provided at all times.  To provide support during periods of annual leave, absence and fluctuating workload to members of the General Administration Team and Reception as required.  To work as part of the wider hospice team to contribute to the overall strategic aims of the hospice. | | | |
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| 1. DIMENSIONS OF THE ROLE | | | |
| * Perform day-to-day bookkeeping tasks, including recording daily financial transactions, such as purchases, sales, receipts, and donations, accurately and in a timely manner; * Prepare and process invoices, bills, and financial statements in a timely manner; * Reconcile bank statements and ensure accuracy of financial data; * Monitor and analyse financial data to identify discrepancies and resolve any issues or discrepancies; * To ensure all banking and credit card transactions are processed and reconciled in a timely manner for both Hospice and Trading accounts; * Use of accountancy systems; Xero and Cybertill to reconcile, balance, produce reports, claim gift aid, complete vat returns and any other ad hoc procedures; * Liaising with external accountants to produce monthly management accounts and reports as appropriate; * Updating and reconciling accounts and general ledger; * Processing payments and handling daily banking activities; * Preparing and filing financial reports, statements and tax documents; * Producing invoices, purchase orders and receipts; * Maintain confidentiality of financial records and sensitive information; * To ensure that bookkeeping procedure documents are kept up-to-date; * To assist the Support Services Manager with ad hoc tasks or projects as required; * To support other members of the support services team by providing appropriate cover during periods of annual leave, sickness or fluctuating workloads, as required; * To be responsible for your own safety and that of others who may be affected by your actions during the performance of Hospice activities; * To be aware of your responsibility to prevent discrimination, harassment or victimisation of others, co-operate with the Hospice Equality Policy and draw any suspected breaches to the attention of a member of the Operational Management Team; * To take personal responsibility for own learning, ensuring that the required skills and knowledge are in place in order to work across a multi-disciplinary administrative function; * Adhere to Hospice policies and procedures and participate in appropriate level of education around infection prevention and control. | | | |
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| 1. ROLE OF ORGANISATION | | | |
| **Our Vision**  St. Vincent’s Hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life-shortening illness; we are known as “the little hospice with the big heart”.  Care for all is at the heart of everything we do. We achieve this by:   * Being passionate about delivering high quality palliative care and support; * Working with patients, families and those closest to them to ensure that care is right for   everyone, every time;   * Having appropriately skilled teams who are able to work in home, hospice and other   settings;   * Ensuring we have the necessary funds to maintain and develop services; * Using our influence and expertise to shape the development of palliative care locally and   nationally.  **Our Values**  Caring Respect    Compassion Dignity  Commitment Sensitivity  **In putting people at the heart of everything we do, we work together to:**   * Support every person as a unique and valued individual * Respect the dignity of everyone * Listen to and respect the wishes of people   **In striving for excellence in every aspect of our services, we:**   * Provide a safe, comfortable, caring environment * Develop and provide high quality services that are underpinned by audit and research * Demonstrate clinical, financial and organisational excellence * Work to achieve financial sustainability * Deliver effective leadership and management throughout the organisation * Ensure we have the right number of people with the right skills in the right place at the right time   **In building relationships, we:**   * Listen to, respect and value the contribution of everyone * Work together to improve all of our services * Extend our collaboration with external partners | | | |
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| 1. MAIN TASKS, DUTIES AND RESPONSIBILITIES | | |
| See section 3 above. | | |
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| 1. (a) EQUIPMENT AND MACHINERY | | |
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| **IT Equipment**   * Personal Computer/Laptops * Safe and other cash storage devices * Standard office equipment e.g., calculators, printers, photocopiers, telephone, franking machine etc. * Coin counters * Mobile telephones | | |
| **8. (b) SYSTEMS** | | |
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| * Xero Accounting Software * Microsoft Office packages (including Word, Excel, Publisher, PowerPoint, Access, Outlook) * Electronic Payroll System (SSTS) * NHS SCI Gateway * Electronic Referrals * NHS.net * Office Procedures Documents * Filing systems * Internet   New systems may be added from time-to-time for which on-line training will be provided. | | |
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| 1. ASSIGNMENT AND REVIEW OF WORK | | |
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| The post holder will work across a multi-disciplinary administrative function with tasks predominantly being generated by Operational Management Team Leads. Workload is demand-led based on staff and volunteer activity.  The post holder will work within clearly defined occupational policies, protocols, procedures and/or codes of conduct. Advice and support is available from the Support Services Manager and other Senior and/or Operational Managers if required.  Formal review of performance and objective setting is carried out by the Support Services Manager in accordance with Hospice performance management arrangements and regular review of workload and performance will also take place. The post holder is responsible for highlighting areas where learning and development is required. | | |
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| 1. DECISIONS AND JUDGEMENTS | | |
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| The post holder prioritises tasks on a daily basis, making judgements concerning own working day and using initiative where appropriate.  The post holder is required to comply with Hospice Policies and Procedures working with the Support Services Manager to improve the quality of financial systems and processes. | | |
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| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | | |
| Working within a busy office environment where there is a necessity to maintain concentration when faced with constant interruptions.  Managing time effectively, prioritising work to meet competing demands to ensure clinical teams are supported and objectives are met.  Dealing with confidential and sensitive financial information on a daily basis. | | |
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| 1. COMMUNICATIONS AND RELATIONSHIPS | | |
| The post holder requires to establish and maintain effective working relationships with Hospice staff and volunteers, and representatives from external agencies and bodies.  The post holder will provide and receive routine, sensitive and confidential information on a daily basis, exercising tact and diplomacy. | | |
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| 1. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB | | |
| **Physical**   * Sitting for long periods of time. * Using DSE for long periods of time when inputting data and typing letters, etc.   **Mental**   * Frequent requirement for periods of concentration. * Need to be flexible as interruptions and unforeseen events are frequent. * Occasional need for high level of concentration when dealing with management of personnel correspondence and documentation. * A need for accurate and timely completion of key tasks. * A need to respond quickly and efficiently when working to conflicting priorities and tight deadlines. * Dealing with several tasks simultaneously.   **Emotional**   * Balancing the needs of competing priorities. * Need to act with diplomacy especially when working to conflicting priorities and tight deadlines. * Infrequent exposure to distressing or emotional circumstances is to be expected.   **Environmental**   * Working in a busy office – frequent, unplanned interruptions and many competing demands. * Regularly working to tight timescales and re-organising workload in order to meet priorities. | | |
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| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | |
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| **QUALIFICATIONS**  Essential:   * HND in Bookkeeping (or equivalent, relevant experience) * Advanced IT skills including demonstrable working knowledge of Microsoft Office packages including Outlook, Word, Excel, and PowerPoint.   **Desirable**   * The successful candidate will have a few years of experience in a bookkeeping role, ideally from a not-for-profit background.   **EXPERIENCE**  Essential:   * Previous experience of working in a similar role. * Previous experience of using Accountancy Software packages (preferably Xero Accountancy Software) * Previous experience of providing a high quality and confidential finance administrative service.   **SKILLS AND KNOWLEDGE**  Essential:   * Highly developed numeracy skills. * High level of proficiency in Microsoft packages including Word, Outlook, Excel, and PowerPoint. * Excellent knowledge and understanding of Data Protection Act and GDPR. * Excellent communication skills, both verbal and written. * Experienced in meeting deadlines in a busy department and must be able to work on your own initiative.   **PERSONAL QUALITIES**  Essential:   * Ability to produce high quality work often to a tight timescale. * High levels of personal integrity and loyalty.   Ability to:   * Work flexibly and effectively in a busy environment with a helpful approach at all times. * Effectively prioritise workload. * Maintain confidentiality at all times, dealing with confidential issues in a professional and sensitive manner. * Build effective relationships * It is an essential requirement that the post holder provide proof of right to work in the UK prior to taking up the post. | | |
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| 1. JOB DESCRIPTION AGREEMENT | | |
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| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. | | |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. | |  |
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| Job Holder’s Signature | | Date: |
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| Head of Department Signature | | Date: |
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