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## Job Description

### Senior Officer – Finance & Payroll

**Location:** Fulham, London and other site offices  
**Job Role:** Full time, permanent  
**Responsible to:** Head of Finance & IT  
**Direct Report:** None  
**Salary:** £37,758 - £40,866

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#### About The Stoll Foundation

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

#### The Role:

To ensure The Foundation maximizes its income through effective rent and service charge collection and arrears recovery, and to manage the payroll and pension process accurately and efficiently, guaranteeing compliance with internal policies and external regulations supporting financial reporting and audits.

#### Rent Income:

- Process rent payments, service charges, and Housing Benefit/Universal Credit transactions daily, maintaining accurate tenant rent accounts and support arrears recovery processes.
- Work with Housing Officers to set up Direct Debits and administer these accordingly, and be responsible for the processing of all direct debits, standing orders, bank transfers and card payments, ensuring the corresponding entries are accurately input to the Housing database to tenant accounts.
- Ensure, with a high level of accuracy, accounting tasks such as rent journals and inputting tenants rent data into the rent accounting system, are actioned timely.
- Perform rent and service charges reconciliations across all sites.
- Liaise with housing officers, support workers, and local authorities to resolve finance-related rent and service charges queries with Housing Benefit and Universal Credit.
- Produce regular Key Performance Indicator (KPI) reports on arrears, to alert Housing to any tenancy-related debt and other types of debt across the Foundation.
- Make an effective contribution to the overall housing management by providing an effective and efficient response to all rent accounting enquiries.

#### Fundraised, Support and Commercial Income:

- Record and reconcile **Fundraised income** via finance and fundraising systems; reporting grant funding to the fundraising team.
- Work with Fundraising to ensure all records in the fundraising database reconcile back to the accounting system.
- Together with Fundraising, all Gift Aid details and information input to the Harlequin (fundraising database) system, are accurate, and to ensure all Gift Aid claims comply with HMRC requirements, seeking to maximise potential Gift Aid income.

- Ensure the correct procedure is followed when donations are received in the post, so that they are correctly banked and coded for entry into the accounting system after confirmation with the fundraising team.
- Work with the Finance and Fundraising teams to analyse income performance against targets and prepare forecasts.
- Ensure all **Support income and grants** have been received and is accurately recorded and reconciled.
- Manage Accounts Receivable (AR) for **Commercial income**, ensuring correct allocation to nominal codes, cost centres and projects (max. ten sales invoices per annum).

#### **Payroll & Pension Administration:**

- In collaboration with Human Resources, ensure accurate monthly payroll and pension information is presented to the payroll bureau (outsourced provider) in a timely manner.
- Working with the outsourced provider, administer monthly payroll and pensions for all staff, ensuring accuracy and timeliness.
- With Human Resources (HR), maintain payroll records including, absences, additions and deductions, and pension contributions.
- Ensure compliance with HMRC regulations and statutory reporting (e.g. RTI, P60s, P11Ds).
- Respond to payroll and pension queries and liaise with HR and finance teams as needed.
- Support year-end payroll processes and audits.

#### **Accounts Payable:**

- Provide support to the Accounts Payable (AP) function, with invoice processing and payment runs where required, while ensuring segregation of duties is maintained.
- Matching, batching, and coding invoices.
- Set up Bankline bulk payments.
- Ensure procurement rules are followed.

#### **Reconciliation & Reporting:**

- Reconciliation of all income accounts and debtor control accounts each month, ensuring rent-related Balance Sheet accounts are reconciled on a monthly basis and any variances analysed, investigated and cleared.
- Provide data to the Debt Recovery Service company who lead on collecting arrears from 'Former Tenants'.
- Provide a regular and accurate weekly report on rent arrears to your line manager, then for wider distribution.
- Liaise with your peers in finance in order to rectify errors and trace missing payments and receipts within the system.
- Run the Aged Debtors listing on a monthly basis ensuring it is reconciled to the Debtors Control account in the Balance Sheet.

#### **Financial management and control**

- Support the Finance team to ensure the maintenance of accurate prime records of accounts which complies with best practice, using The Stoll Foundation's computerised accounting system.
- Support the provision of timely financial information for the effective and efficient management of the business.

- Ensure the guidelines and policies around income are adequate and effective and are being followed so that the organisation has a strong set of internal controls.

#### **Financial reporting**

- Assist with the preparation of Statutory reports as necessary during the Annual audit and with any queries that the auditors might have.

#### **Working in a team and with others**

- Contribute positively to working in the Finance team and across The Stoll Foundation to deliver quality services
- Support the Finance Team to develop and maintain accurate financial and accounting records and to provide timely financial information for the effective and efficient management of the business
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Act in a professional manner while on duty and when representing The Stoll Foundation.

#### **Record keeping and data management**

- Maintain accurate financial and other prime record of account to support effective business management.
- The post holder is responsible for producing accurate work including spreadsheets, reports and other information essential to The Stoll Foundation's needs and will regularly be dealing with information that is confidential or sensitive. Confidentiality of records and information relating to tenants, donors and staff in accordance with The Stoll Foundation's Data Protection and Confidentiality Policies must be maintained.

#### **Quality and regulatory compliance**

- Understand the legal and statutory framework in which The Stoll Foundation provides housing and support to tenants and residents.
- Continuously look to improve the quality of services.
- The post holder will be expected to suggest and assist with improvements to existing systems

#### **Health and Safety**

- Work in accordance with The Stoll Foundation's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

#### **Equality and diversity**

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements

#### **Other**

- Provide cover for colleagues to ensure a continuous, responsive service.
- Undertake other duties as may be required from time to time in keeping with the responsibility of the post, as required by your line manager or team director.

## **Person Specification**

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### Experience:

- Experience in rent and service charges accounting within social housing and/or the voluntary/charity sector. [Essential].
- Experience in payroll processing and pension administration [Essential].
- Experience in handling fundraised income including grant funding [Essential].
- Experience with financial systems and interfaces (e.g. journals, adjustments, refunds) [Essential].
- Significant experience of handling large volumes of data within the general ledger and interpreting such data for decision-making [Essential].
- Experience of using financial accounting packages and/or databases [Essential].
- Experience/knowledge of the issues facing the ex-Service community [Desirable].
- Experience of analysing management information and making recommendations to inform decision-making [Desirable].

### Skills and Knowledge:

- Strong numeracy and analytical skills [Essential].
- Ability to manage and audit rent accounts, service charges, and benefit claims [Essential].
- Ability to manage competing priorities and meet deadlines [Essential].
- Knowledge of Housing Benefit and exempt accommodation rules [Essential].
- Ability to interpret and apply financial regulations and housing policies [Essential].
- Understanding of rent setting policies and regulatory frameworks (e.g. Rent Standard 2020) [Essential].
- Excellent communication, written and verbal, and interpersonal skills [Essential].
- Knowledge of financial and business practice in small/medium sized business enterprises including maintaining prime financial records and trial balance interrogation.
- Ability to develop, monitor and improve financial systems and controls and make effective use of IT.
- An aptitude for IT – a good knowledge of Excel and accounting packages [Essential].
- The ability to work on own initiative within policy, procedural and legislative requirements.
- Good organisational skills including being able to prioritise a diverse workload to ensure targets are achieved and the ability to work to monthly deadlines.

### Education and Qualifications:

- Strong QBE linked to the job description [Essential].
- Relevant qualification in Housing, Finance, or Payroll (e.g. AAT, CIPP) [Essential].
- Minimum education to A level or equivalent, or relevant, academic or management qualification or relevant transferable experience.

## Core Competencies

### Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own workload, working to meet changing work priorities and demands

- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

**Customer focus**

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

**Communication**

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

**Team working**

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

**Support of Equality and Diversity**

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

**Commitment to Health & Safety**

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

**Name:**

**Signature:**

**Date:**