

## Job Description

### **Income Officer (part-time)**

- Location:** Sir Oswald Stoll Mansions, 446 Fulham Road, SW6 1DT
- Responsible to:** Financial Transactions Supervisor
- Direct Reports:** None
- Salary:** **£31,053.57 - £33,642.34** (pro-rata - part-time 21 hours per week, hybrid and flexible by agreement in keeping with the charity's workflow patterns)

#### **Role purpose:**

Responsible for the accounting duties related to income received in the organisation, with a particular focus on rent and service charges, and fundraised income, namely trusts and grants financial administration.

To support the Housing team by ensuring all Rent Accounting duties are performed accurately and timely to maximise housing income.

To support the Fundraising team to ensure excellent accounting records are kept of donors.

To develop effective working relationships with staff in Housing and Fundraising and to provide support.

#### **Key Responsibilities:**

##### **Housing Income**

- Responsible for leading the operational income management, ensuring accounting tasks, such as rent journals, inputting tenants rent data into the rent accounting system with a high level of accuracy and that all business and financial systems are kept up to date.
- Improving Stoll's cash flow by taking the lead in alerting Housing to any tenancy-related debt across the organisation by the provision of regular Arrears reports.
- Lead on the production and distribution of regular rent statements to tenants and working with Housing, and advising tenants on these accordingly.
- Work with Housing in setting up new residents' rent accounts on Pyramid and maintaining throughout the tenancy.

- Work with Housing to liaise with Housing Benefit and Universal Credit departments to ensure benefits are paid on time and ensuring benefit overpayment requests are actioned in accordance with agreed policies and procedures so that housing benefit income is maximised.
- Reconcile data that confirms all annual rent and service charges increases are in Pyramid.
- Assist your line manager with the calculation of Service Charges and review on an annual basis.
- Being responsible for the processing of all standing orders, bank transfers and card payments in the accounting software, ensuring the corresponding entries are input to Pyramid (Housing database) tenant accounts accurately.
- Providing a prompt and efficient response to all enquiries made by Stoll's tenants by ensuring that the correct charges are applied to their accounts and all payments are input correctly and timely.
- Make an effective contribution to the overall housing management by providing an effective and efficient response to all rent accounting enquiries made by Housing.

### **Fundraised, Support and Commercial Income**

- Work with Fundraising to record accurate information on income to the accounting system.
- 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.
- Ensure that 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 all records in Harlequin reconcile back to the accounting system.
- Ensure all Support income has been received and is accurately recorded and reconciled.

### **Reconciliation and 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 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 Stoll'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 Stoll 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 Stoll.

### **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 Stoll'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 Stoll's Data Protection and Confidentiality Policies must be maintained.

### **Quality and regulatory compliance**

- Understand the legal and statutory framework in which Stoll 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 Stoll'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**

### **Income Officer (part-time)**

#### **Experience**

Previous experience of finance administration and a keen eye for detail with numbers, accurate and organised is essential.

Experience of manipulating/interrogating accounting ledgers and information systems is essential.

Experience of analysing management information and making recommendations to inform decision-making is essential.

Experience of having worked in a charity or social housing is essential.

#### **Knowledge**

Proven up to date knowledge and good practice relevant to income collection and debt recovery across various tenures.

Knowledge of financial and business practice is small/medium sized business enterprises including maintaining prime financial records and trial balance.

An aptitude for IT – a good knowledge of Excel and accounting packages.

The Ability to work on own initiative within policy, procedural and legislative requirements

#### **Education and Training**

Essential - strong qualified by experience, demonstrable by previous roles closely aligned to the above job description.

Educated to a minimum of 5 GCSE's, with higher level passes in Maths and English.

Strong IT skills including excel (experience of Pyramid desirable but not essential).

Demonstrable commitment to and evidence of continuous professional development and learning.

#### **Other Essential Skills**

Strong communication skills, both written and verbal

Strong interpersonal skills,

Good organisational skills including being able to prioritise a diverse workload to ensure targets are achieved and the ability to work to monthly deadlines

Good team working skills

## Core Competencies

### 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

### Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly 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

### 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: