

## **Job Description**

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| <b>JOB TITLE:</b>       | Senior Finance Officer (Billing & Debt Collection)                      |
| <b>LOCATION:</b>        | Newlon House, 4 Daneland Walk, London N17 9FE                           |
| <b>SALARY:</b>          | £39,553 per annum plus eligibility for up to 5% performance related pay |
| <b>REPORTING TO:</b>    | Finance Systems Manager   |
| <b>RESPONSIBLE FOR:</b> | Finance Officer (Billing & Debt Collection) and Finance Apprentice      |

### **A MAIN OBJECTIVES**

- 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.
- To lead and motivate Finance Officer – Billing and Debt Collection and the Finance Apprentice

## B SPECIFIC TASKS AND RESPONSIBILITIES

|   | Key Tasks and Responsibilities  | Performance Standards and Outcomes  |
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| 1 | To ensure efficient operation of the Billing/Invoicing services for the Group | <p>Maintain a thorough understanding of Sales Ledger / Credit Control Policy and Procedure and making recommendations for improvement in efficiency or controls wherever possible.</p> <p>Maintain thorough working knowledge of the Group entities' sales invoicing contracts database, invoicing and payment provisions, contractual end dates and extensions.</p> <p>Ensure, where required, invoices include local authority purchase order numbers or buyer ID or other referencing and generally provide sufficient detail to facilitate payment.</p> <p>Set up and maintain an effective billing timetable for all sales activities (recurring and ad hoc).</p> <ul style="list-style-type: none"> <li>➤ Outward Support contracts &amp; Spot/Ad hoc contract</li> <li>➤ Nutley Edge holiday let &amp; Outward activity breaks.</li> <li>➤ Rent void guarantee invoicing</li> <li>➤ Intercompany invoicing</li> <li>➤ Hall hire invoicing</li> <li>➤ Newlon Build intra-group invoicing</li> </ul> <p>Undertake periodic reconciliation between contract database and contract templates within CSB software.</p> <p>Contribute to income budget setting / forecasting and to service financial performance reviews (income element).</p> <p>Monitor delivery of invoicing information by Outward managers (due 5pm, 1<sup>st</sup> working day of the following month) and completion of invoicing for the preceding month (due 5pm, 5th working day of the following month).</p> |

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|   |   | <p>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 | To ensure efficient operation of the credit control, debtor collection and cash allocation service for the Group. | <p>Lead on monthly and periodic reviews of the sales ledger.</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>Post all debtor cash received to debtor accounts within 24 hours and ensure allocated accurately within the reporting month.</p> <p>Monitor 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>Test check that debt follow-up actions are recorded promptly and accurately in 'Collect' software.</p> <p><b>Outward Specific:</b><br/> For local authorities who pay using a self-bill schedule rather than on invoice, ensure 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>Prepare and maintain monitoring schedules of;</p> <ul style="list-style-type: none"> <li>&gt; Outstanding debts.</li> <li>&gt; Un-invoiced services and calculate the expected accrued income</li> <li>&gt; Excessive notification and response times.</li> </ul> |

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|   |   | <p>&gt; Failure to meet deadlines.</p> <p>Circulate monitoring schedules with Outward's Director of Care &amp; Support and arrange monthly meetings to review issues raised in the monitoring schedule and work with the Director to ensure effective actions are taken by Finance staff and / or Outward managers in each case including escalation where necessary to the Assistant Finance Director / Outward's Executive Team. Identify and action learning points from these meetings.</p> <p>Assist the Finance Systems Manager in ensuring adequate representation when appropriate, at meetings with local authority commissioning / brokerage teams. Identify and action learning points from these meetings. Develop contacts and relationships with individuals within Local Authorities to enable effective collection of outstanding debts. Maintain listing of Local Authority payment and commissioning teams contacts.</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 reconciled within 12 working days of each month end and that unmatched transactions are investigated and resolved within three months.</p> |
| 3 | To be responsible for accurate and timely reporting of sales ledger and credit control performance against agreed performance indicators where available. | <p>Work with the Finance Systems Manager to ensure activity and KPI reports are provided as timetabled.</p> <p>Prepare information required for agreed key and other performance indicators.</p> <p>Performance will be reported:</p>   |

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|   |   | <ul style="list-style-type: none"> <li>• Monthly to the Director of Care &amp; Support</li> <li>• Monthly to Outward's operational performance (OPR) meeting</li> <li>• Monthly to Deputy Finance Director – All group entity aged debtor reports.</li> <li>• As a standing agenda item to the Operations Committee</li> <li>• As a standing agenda item to the Outward Board</li> </ul> <p>KPI's and performance indicators (PI's) currently include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Net debt</li> <li>• Gross debt before payments received in advance</li> <li>• Debt greater than six months old</li> <li>• Unallocated 'cash' receipts on debtor accounts</li> <li>• Debtor days: (gross debt / annual invoicing) / 365</li> <li>• Income unable to invoice</li> <li>• Balance on debtor cash control account</li> <li>• Timeliness of invoicing and follow-up actions</li> </ul> <p>Identify and, where necessary, act upon trends identified in performance data.</p> <p>Draft invoicing and debtor performance reports to Outward's Executive Team, Operations Committee and Board</p> |
| 4 | To act as lead contact for internal and external audit. | <p>Act as lead contact for auditors and any other internal or authorised external party reasonably requiring information concerning invoicing and credit control.</p> <p>Ensure requested 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> <p>At the year-end and periodically review the debtors ledger and propose doubtful debt provisions against individual debts accordance with group policy.</p>   |

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| 5 | To act as Finance training lead for all relevant entities staff in the area of invoicing and debtor issues. | <p>Liaise with business to prepare a training programme and materials for all managers.</p> <p>Incorporate learning points from review meetings with Outward's staff, meetings with local authority or other invoice payers and from write-off cases.</p> <p>Monitor and amend training based on feedback received.</p> <p>Identify specific training needs and ensure these are met.</p> <p>Assist the Finance Systems Manager to develop and amend processes and controls and ensure any changes, affecting Outward staff are agreed with Outward's Executive Team and explained to and adhered to by Outward staff.</p> |
| 6 | 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>   |
| 7 | Contribute to maintaining an effective work-place   | <ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</li> <li>• Newlon Gold objectives of reliability, consistency and speed built into all activities</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Collaboration across teams actively promoted at all times</li> <li>• Procedural and guidance notes, consistent with the group credit control policy are prepared and maintained up to date</li> </ul>  |

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| 8  | To develop and motivate their staff and to work with other senior finance staff in providing leadership within the Finance Team generally | <p>Regular supervisory meetings are held and all appraisals properly carried out.</p> <p>Training needs are clearly identified and met.</p> <p>Clear objectives and targets are established and monitored.</p> <p>Participate in an active and constructive manner in team meetings and other events.</p> <p>Staff behaviours reflect Newlon's brand and approach to diversity and equal opportunities.</p> |
| 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. |   |   |