

Job Title	Finance Assistant
Business Unit	River Clyde Homes / Group Services
Grade:	RCH Grade 3
Reporting Structure:	Finance Officer
Key Stakeholders:	Customers; other employees; partner agencies, consultants and suppliers; elected representatives; statutory and voluntary agencies

Job Purpose:
Support RCH and the Finance Team in delivering an excellent creditor and payroll service; maximising sundry income and ensuring suppliers are paid on time.

Key areas of responsibility (What you'll deliver):
<ul style="list-style-type: none"> ➤ Administer all sundry debtor requirements; creditors service requirement; stores financial requirements; all payroll requirements; and direct debit tasks. ➤ Undertake any other financial administration and support as required ➤ Complete system month end processes in the absence of finance officer ➤ Ensure compliance to all departmental procedures, organisational policies and legislation ➤ Check and process utility charges for void properties ➤ Liaise with customers and insurance company regarding contents insurance ➤ Analyse and cleanse financial commitments within finance system ➤ Support the upgrading of systems as required.

Expected behaviours/competencies (How you'll deliver): CF Level 1	
Business and Improvement Focus	<p>Contributes to planning of targets and objectives for own team</p> <p>Focuses personal effort on activities that contribute to improving performance and is open and receptive to new ideas and readily adopts new ways of working</p> <p>Seeks relevant advice/information from appropriate sources and offers new ideas and solutions to current challenges</p> <p>Shows enthusiasm for developing understanding of organisational challenges and solutions</p>
Customer Focus	<p>Treats customers as individuals by dealing with them in a confident and competent manner</p> <p>Resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate</p> <p>Interacts well with all customers taking into account the different needs of customers</p>
Strategy and Policy Development	<p>Makes decisions in line with organisation strategies, policies and procedures and how these apply to own role RCH</p> <p>Understands strategies and policies and how these impact in own team</p>
Financial Awareness	<p>Understands the need for why annual budgets are set</p> <p>Understands the need to work within defined budgets</p> <p>Works co-operatively with management on identifying efficiency improvements</p>
Managing Performance	<p>Works to high standard with minimum supervision and support and demonstrates a strong desire to deliver agreed objectives and identifies the steps needed to achieve these</p> <p>Applies own knowledge and experience to resolve problems, keeping track of own progress, completing work to deadlines or informing others when targets can't be met</p> <p>Shares own knowledge and skills openly with others to improve performance and accepts and acts on feedback on own performance, reacting appropriately to both constructive criticism and praise</p>
Decision Making	<p>Assesses information available before deciding on course of action taken</p> <p>Uses previous experience, standard procedures and common sense to make decisions</p>

	Can recognise when decisions need to be referred to line manager
Teamwork	Shows sensitivity and respect for others' feelings, cultures and beliefs, showing respect for diversity Makes a positive contribution to the team, supporting colleagues in their day-to-day work Handles disagreements as they occur, seeking a constructive solution Shows enthusiasm to broaden own experience, knowledge and skills for own team Welcomes new staff to organisation by sharing own knowledge and experience in applying organisational procedures Provides support and feedback to new and existing colleagues when needed
Leadership and Role Model	Is open and honest and is a good role model to other staff Readily accepts responsibility for decisions and actions taken, including difficult but necessary one Is knowledgeable about developments, ideas and opportunities in own team and in greater team in the organisation
Communication	Actively listens to what is said and asks questions to aid understanding when unclear Presents spoken and written information clearly and concisely Relays information obtained from customers on service levels, needs and preferences to line manager Keeps customers fully informed of outcomes to any query raised, even if not able to answer query immediately
Equalities and Diversity	Treats everyone with respect Is prepared to increase own knowledge of the varying needs of customers/ colleagues from different backgrounds and experiences Considers impact of own actions on others and amends behaviour as appropriate Challenges inappropriate behaviour and language in others
Health and Safety	Shows good awareness of health and safety regulations in the workplace Ensures own behaviour complies with all health and safety requirements If a potential H & S risk to themselves or others is identified by them, this will be immediately reported to their line manager

To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):

Accountancy Higher or AAT level 5 qualification or equivalent is desirable
 Knowledge, experience and understanding of payroll, debtors and creditors processes and systems is an essential requirement
 Able to understand the diverse needs of customers
 IT skills including ability to store, produce and analyse relevant data within agreed timescales
 Demonstrable level of numeracy and literacy
 Be able to communicate effectively at all levels with internal and external partners and customers

Proposed evaluation criteria:			
No evidence presented by candidate	Limited, or inconsistent evidence presented by candidate	Clear evidence demonstrated by candidate	Evidence presented by candidate above and beyond expected