Role Profile – Family/Tier 5

Job Title:	Reporting to:
Accounts Payable Officer	Finance Processing Manager
Directorate:	Location:
Resources	Bede Island
Risk Assessment	R1: Office Worker

Role Purpose:

To process all incoming purchase invoices and credit notes and raise payments in accordance with agreed service standards. Be a first line of call for query resolution in respect of purchase invoices.

Assist the business to deliver excellent customer service.

Role Impact Statement:

Delivers day to day activity as defined by the manager. Plays an active role in the team takes responsibility for your own performance and delivery in the role. Aligns behaviours to PA Housing values. Ensures open and honest interaction with colleagues to develop trust and challenges when things aren't right and offers a solution wherever possible.

Key Accountabilities:

Accounts payable

- Process invoices and credit notes on the financial systems, ensuring all invoices have been approved for payment in accordance with the internal financial regulations.
- Make authorised payments to our suppliers using BACS, CHAPS and other automated payment methods.
- Raise ad hoc cheques and other payments.
- Deal with all incoming correspondence / e mails in respect of reminders, legal matters, summons, bailiffs, CCJ's and take action as required to resolve.
- Review and reconciliation of supplier statements.
- Provide a query resolution service to both internal and external stakeholder in order to promote an excellent customer focused service.
- Assist in the monthly and annual close down routines for the purchase ledger system.
- General maintenance and review of the supplier accounts, including setting up new suppliers, regular review of balances (debit and credit) and suggesting actions as required.
- Have a clear and detailed understanding of all systems including the purchase ordering system and offer support, training and assistance to all users.
- Other duties as instructed by the Accounts Payable and Income Manager.

Other

- Actively contribute to the wider work of the Finance team, and at all times exhibit values and behaviours which align with the status of the role.
- Exhibit an absolute commitment to quality customer service, delivery of value for money, high performance and equality and diversity at all times.

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- Contribute towards day-to-day maintenance of the suppliers and debtors' databases.
- Adhere to a strong control's assurance environment within the team, being aware of fraud risk and being prepared to review and challenge transactions in the interests of organisational value for money.
- Attend all training as specified by management.
- Project a positive image of PA Housing by providing an excellent level of customer service to all customers, including managing complaints.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Works and adapts to allow the department to operate efficiently and effectively at all times, constantly seeking to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling authentic behaviours aligned to PA's values.
- Challenge team members and other colleagues where behaviours fall short of those expected by the business.
- Ensure openness and honesty in all dealings with others.
- Build relationships with stakeholders to promote the effective performance within the team and wider business.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Comply with all organisational policies, procedures, and guidelines.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety

This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications:

- No specific requirements.

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DBS – Not applicable

Attitude, Knowledge, Skills, and Experience:

Knowledge:

- Knowledge of the transactions which typically occur within a property focussed business (advantageous).
- Knowledge of electronic purchase ordering systems.

Experience:

- Experience of working within a high performing financial transaction processing function.
- Experience of using financial IT systems.
- Experience of working with internal and external customers (including suppliers).
- Experience of working within a strong control's environment and awareness of fraud risk.

Skills:

- Communicates effectively.
- Customer focused.
- Prioritises and multi-tasks effectively to meet deadlines.
- Ability to build and maintain effective relationships.
- Ensures policies and procedures are adhered to.
- Ability to analyse and present complex information simply.
- Ensuring Value for Money is taken into consideration.
- Influences, negotiates and relates subtlety and sensitivity.

Attitude:

- Team player.
- Puts customers first.
- Passion for service excellence and continuous improvement.
- Displays a 'can do' attitude with drive and enthusiasm.
- Behaves in a manner that promotes our mission and core values.
- Always encourages learning, both personally and in other colleagues.
- Ability to represent the Group at a variety of levels and act as an ambassador.
- Ensures a great service is provided whilst consideration is given to Value for Money.

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Core Criteria:	
Solving Problems	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions.
Communication & Influencing People	Interaction is important to the job or role.
Adapting Approaches	Embraces change listens to feedback and compromises as needed.
Delivering Results	Drives own performance
Financial responsibility	An awareness of cost and impact
People Interaction	**Internal:** Budget holders; Internal stakeholders. **External:** Suppliers; corporate debtors; banks; peers in other housing associations.