

LEVEL 2 – ADVISORY/ OFFICER/PEOPLE MANAGER

Christian Action Housing Association



Finance Officer (Payroll & Income)

Location: Enfield, Home and office working

Salary: 27,800

Hours: 37.5

Reporting to: Head of Finance

Role Level: 2, Advisory/Officer/People Manager

Who we are

Our Association was founded in 1966 by a group of local church groups in response to the desperate need in the local area for affordable rental housing. Christian Action has grown into a vital local provider of accommodation in four North London boroughs. We are a diverse, fun and friendly team whose mission is to provide high quality and affordable support and services to those in housing need.

What we do

We are proud to be a local landlord and business, connected to our local community. Across Enfield, Barnet, Haringey and Waltham Forest we provide affordable housing, managing around 1600 homes and we continue to strive to provide more much needed services. We run essential supported living accommodation and services for young people, helping them to achieve independent living and a bright future. We have a number of retirement schemes for older residents, offering peace of mind and an opportunity to remain independent and in their local community.

Working for us

What makes Christian Action special is our employees. Situated in the heart of Enfield, we have a team of 100 dedicated and knowledgeable professionals who help to deliver excellent and innovative housing and support services. Through our shared values our team brings something extra to this housing association that means we truly offer a local service that makes a difference. In return we offer our employees a chance to develop, to make a difference in their local community and to be part of a supportive team.

What we're offering

- 25 days holiday plus bank holidays (pro rata)
- Health care cashback scheme
- Employee assistance programme including free counselling and legal advice
- A supportive and friendly working environment
- Generous pension scheme
- Some flexibility with days and hours worked

Welcoming to all

Christian action housing is a 'Disability Confident Employer', and we are committed to making our recruitment process open and fair, and we will work with individuals with a disability to make our roles accessible wherever possible. We welcome and embrace those from all faiths and none. We are an anti-racism organisation and have a zero tolerance on racism and all forms of bigotry.

If this sounds like you, we would love to hear from you! Please send in your CV and supporting statement to hresources@christianaction.org.uk or click the **APPLY** button



Role Purpose

Our advisors and officers provide technical or professional expertise and advice to internal and external customers. They are expected to give support to our front line teams, and work closely with our senior leaders to deliver great services across the organisation. They will provide key support in the implementation of policy and procedure and may manage service delivery teams or individuals.

Core Responsibilities

- To process payroll and sales ledger (including tenant recharges), managing sales ledger debtors, processing income and cash book accurately and in a timely manner
- Ensure processes are adhered to in preventing fraud and errors.
- Support the Head of Finance in related areas of work such as allocation of income, clearing down the suspense account, PAYE, returns to HMRC and other statutory and regulatory bodies e.g. HouseMark, ONS, lenders, grant giving authorities, etc.
- Overall responsibility for income processing and sales ledger, related debtor management, reconciliations and reporting to assist timely and accurate management reporting, such as aged debt analysis.
- Uphold our values working collaboratively with colleagues across the Association
- Demonstrate the Association commitment to building a diverse and inclusive organisation
- Any other duties that may be reasonably required

Day to Day Activities / Key Tasks

- To undertake a range of financial transaction processing duties as directed by the Head of Finance, with day to day responsibility for income, cashbook, sales ledger (including recharges to tenants), and payroll processing, dealing with queries, preparing and posting journals, reconciliations and filing.
- Facilitate the daily banking, petty cash administration, ensuring relevant receipts and payments are processed and transactions are posted to general ledger.
- Liaise with HR department for all payroll matters ensuring the accurate processing of PAYE transactions, payments to HMRC, employees and other related parties such as pensions bodies.
- Download and process all income related transactions, support other departments within the organisation, upload receipts of rental income into the housing management system for a timely and effective rent, service charge and recharges collection.
- Oversee the tenant recharges process, liaise with the Asset Management, Retirement & Supported Housing and Customer Services departments to ensure that recharges are accurate, timely and comply with policy and procedures.
- Manage the sales ledger process, raise invoices on a timely and accurate basis, provide all the necessary information to the payee / tenant / customer and ensure an effective collection of debt owed to the association.
- Support the external and internal auditing processes for areas of responsibility, providing support to the Head of Finance in the completion of financial accounting and preparation of the year-end published accounts as well as financial control, preparation of policies and procedures.

Who we are looking for :

Your skills, qualifications and experience

Essential

- Knowledge of computerised accounting and housing management systems (Sage 200 and SDM systems knowledge would be an advantage).
- Intermediate to advanced level of Excel skills.
- Good communication skills.
- Strong general knowledge of the finance function.
- Problem solving skills, with ability to use own initiative.
- High standard of numeracy and literacy.
- High standard of accuracy and attention to detail.

Desirable

- Educated to A-level standard or equivalent
- Exposure to year-end audits and preparation of reconciliations for statutory accounts.
- Understanding of controls and reconciliation.
- Experience of working in a housing association financial setting and an understanding of social housing finances.
- Experience of working with Sage 200 would be an advantage.

Our Values				
<p>We ask all our employees to live our values, and to demonstrate them every day in the work that we do.</p>	Care	Connect	Champion	Commit
	We protect the health, safety and wellbeing of our customers and staff and maintain our properties with care	We listen to you and seek out opportunities to connect with our customers and local communities	We champion and celebrate differences and positively challenge each other to improve	We do what we say, learn when things go wrong and continuously improve the quality of our services
Our Competencies (Level 2 - Advisory / Officer / People Manager)				
<p>These are the key behaviours we expect from our team.</p> <p>We will use these competencies to make recruitment decisions, to develop your skills and to measure your performance in your role.</p>	Communication <ul style="list-style-type: none"> • Can adapt their communication style for their audience. • Communication remains clear and effective when under pressure. • Has a range of influencing approaches. • Presents data and information in interesting and engaging ways. 			
	Customer Service <ul style="list-style-type: none"> • Takes the customers' needs into account when making decisions. • Finds resourceful and creative solutions to customer issues. • Welcomes, and acts upon, feedback from our customers. • Deals effectively with complaints in line with policy and procedure 			
	Teamwork <ul style="list-style-type: none"> • Actively includes individuals from diverse backgrounds and cultures within teams or project groups. • Speaks positively of others and gives praise and credit to team members. • Understands and appreciates that different departments, communities and cultures work in different ways. 			
	Working efficiently and effectively <ul style="list-style-type: none"> • Walks the walk by demonstrating high standards as an example to others. • Monitors and evaluates performance against targets. • Remains focused when faced with competing demands. • Supports organisational change and new initiatives. 			
	Value for money <ul style="list-style-type: none"> • Challenges any gaps between contractual commitments and actual delivery. • Uses knowledge to negotiate successfully with suppliers. • Interacts confidently with suppliers and consultants 			
	Leadership <ul style="list-style-type: none"> • Sets clear direction. • Understands what motivates team members and colleagues. • Delegates to develop skills of others and trusts staff to deliver work once delegated appropriately. • Removes blocks to effective working 			