SINGLE CORPORATE SERVICES

Finance

Job title:	Credit Controller	***To be completed by HR***
Reporting to:	Financial Accountant	
Accountable to:	Assistant Director of Financial Services & Reporting	
Pay Band:	Agenda for Change Band 5	*Job Reference Number*

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

Job purpose

The Credit Controller supports the Financial Accountant in delivering the Trust's financial and operational objectives. The primary focus of the role is credit control, ensuring timely and accurate income collection and effective management of the Trust's debtor accounts. The post holder consults with Finance colleagues, budget holders, and service managers to support effective income management and debt recovery. They will maintain regular contact with external customers, NHS Shared Business Services (SBS) and other NHS bodies to resolve queries and ensure timely payment of invoices. The post holder supports internal and external audit processes and contributes to continuous improvement of credit control procedures.

Job summary

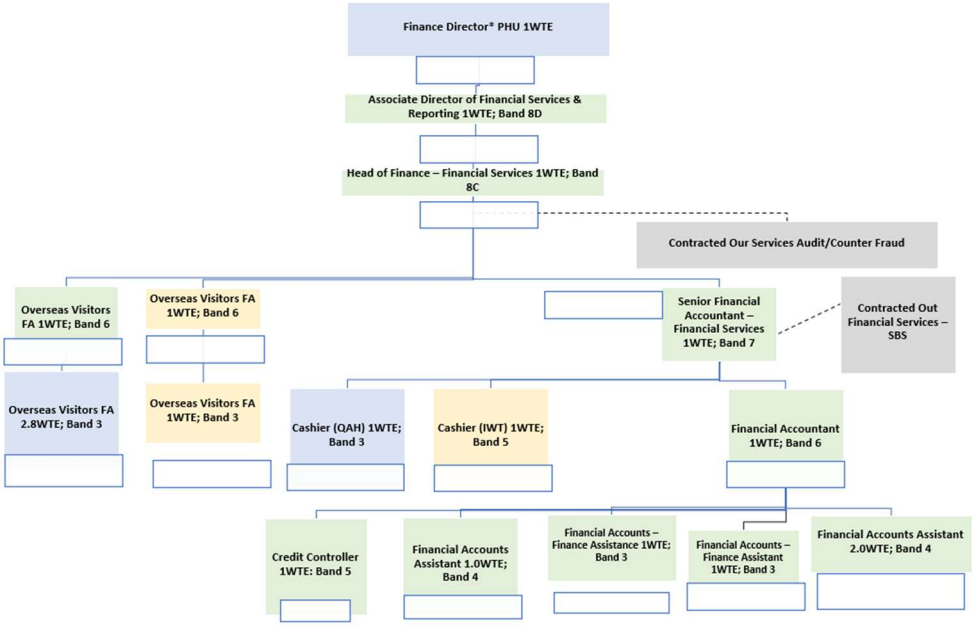
- Assisting the Financial Accountant in all matters relating to the recovery of sales Income from both NHS and Non-NHS organisations, Health Insurance Companies, Individuals and other miscellaneous entities.
- Working closely with NHS Shared Business Services (SBS) who are the Trust's outsourced Debt Management Contractor.
- Chasing debt personally in conjunction with SBS and adding notes onto the SBS system.
- Undertake routine system maintenance functions relating to the Accounts Receivable ledger.
- Oversee the close monitoring of invoices to ensure compliance and adherence to the relevant escalation processes
- Resolving ad-hoc queries raised either internally or externally relating to Accounts Receivable.
- To alert the Financial Accountant where procedures or "good practice" guidelines are not being followed.
- Liaise with Finance colleagues to resolve any queries identified during Agreement of Balances exercise.
- Responsible for providing recommendations and instructions to External Debt Collection companies and reviewing portals.

- Responsible for providing litigation instructions / evidence to Solicitors.
- Reviewing cases for write off and preparing write off submission.
- Liaising with the Overseas, Pharmacy Trading and Private Patients Teams to maximise recovery.
- Liaising with SBS, Customers and Billing Team to resolve invoice queries which may be preventing customers paying our sales invoices in a timely manner.
- Chasing debt and logging debtor notes onto the Oracle system in conjunction with SBS.
- To assist the Billing Team with queries regarding the preparation of Sales Invoices
- To be responsible for all reports on debt management
- To review the customer database to highlight wrongly categorised / duplicated customer accounts and to notify SBS using Customer Account Maintenance forms
- Assist in the compilation, distribution and recording of responses/disputes from NHS organisations relating to the income & debtor statements as part of the 'Agreement of Balances' exercise required by the Department of Health & Social Care.
- To alert the Financial Accountant of any current practices that compromise our ability to maintain the integrity and accuracy of the accounting ledger. This will include assisting in the development of comprehensive procedure notes for each key area of the system.
- To develop an extensive knowledge on how to use the Oracle Financial System to be able to provide guidance to Oracle users.
- Review insolvency cases including IVA's, Bankruptcies, proofs of debt & variations to maximise income recovery.
- Point of contact for salary overpayments so that payment plans are in line with Trust Policy.
- Attend debt management meetings with SBS to discuss key issues.
- Review and manage the CMR process for the Trust ensuring that they are dealt with in timely manner.
- Assisting Private Patients team with the recovery of insurance company debt using external portals.

Organisational Chart

The Credit Controller reports directly to the Financial Accountant as part of the single corporate service. The postholder will be an integral part of the Financial Services team.

Finance – Final Structure – Financial Services and Reporting – **Financial Services**



Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

- The post has minimal demand for work related physical skills.

Patient Client Care

- Corporate responsibility for the provision of a clinical, clinical technical or social care service(s).

Policy and Service Development

- The post holder will be actively involved in influencing, shaping, and driving process and policy improvements.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder is responsible for the operation of one or more information systems for several services where this is the major job responsibility.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	**Essential**	**Desirable**	***How criteria will be assessed***
Qualifications	• Relevant high level business qualification and/or equivalent NHS work experience. • The postholder is required to have basic knowledge of health service financial management information analysis and the use of information across the NHS	• Studying towards CCAB/CIMA qualification, have equivalent experience in a degree in a relevant subject	Application

	• Basic accounting skills and forecasting skills • Evidence of communication skills with non-financial managers on financial issues		
Experience	• Experience of working as a credit controller	• Experience of working within an NHS Trust	**A**pplication and interview
Knowledge	• Full working knowledge of MS Word, PowerPoint, Excel, Access and Outlook • Ability to interpret and present complex, sensitive, contentious or technical information in a user-friendly and understandable manner. • Being flexible and adaptable at work to meet competing priorities. • Knowledge of Financial Accounting procedures and requirements within the NHS. • Excellent organisational skills • Excellent analytical skills • Excellent communication skills, both written and oral • Negotiation and influencing skills.	• Detailed knowledge of relevant technical accounting requirements	**A**pplication and interview

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare Assistant infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all times; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures.
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.