SINGLE CORPORATE SERVICES

Digital

Job title:	Digital Business Finance Administrator	***To be completed by HR*** *Job Reference Number*
Reporting to:	Digital Business Manager	
Accountable to:	Chief Digital Officer	
Pay Band:	4	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust. The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply. For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

The post holder will provide day-to-day financial administration and support for Digital Services across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust, supporting accurate financial records, timely transaction processing and effective monitoring of income and expenditure.

The post holder will support the Digital Business Manager and Digital Business Team with purchase requisitions, purchase orders, invoice queries, financial reconciliations and routine reporting, working with Finance, Procurement and service leads within agreed procedures.

The post holder will maintain accurate financial trackers and supporting records, identify discrepancies and resolve routine queries, referring complex matters to the Digital Business Manager or Finance team.

Provide administrative support to Digital service leads where required, prioritising financial deadlines and business support activities.

The post holder will work flexibly as a key member of the Digital Business team, providing a confidential, accurate and responsive finance support service and maintaining clear records for management review and audit.

Support the Digital Business Manager with routine financial analysis, comparing expenditure and commitments with agreed budgets and preparing supporting information to inform management decisions.

Support the implementation and monitoring of agreed expenditure and income processes on behalf of both Trusts, maintaining transaction records and escalating exceptions.

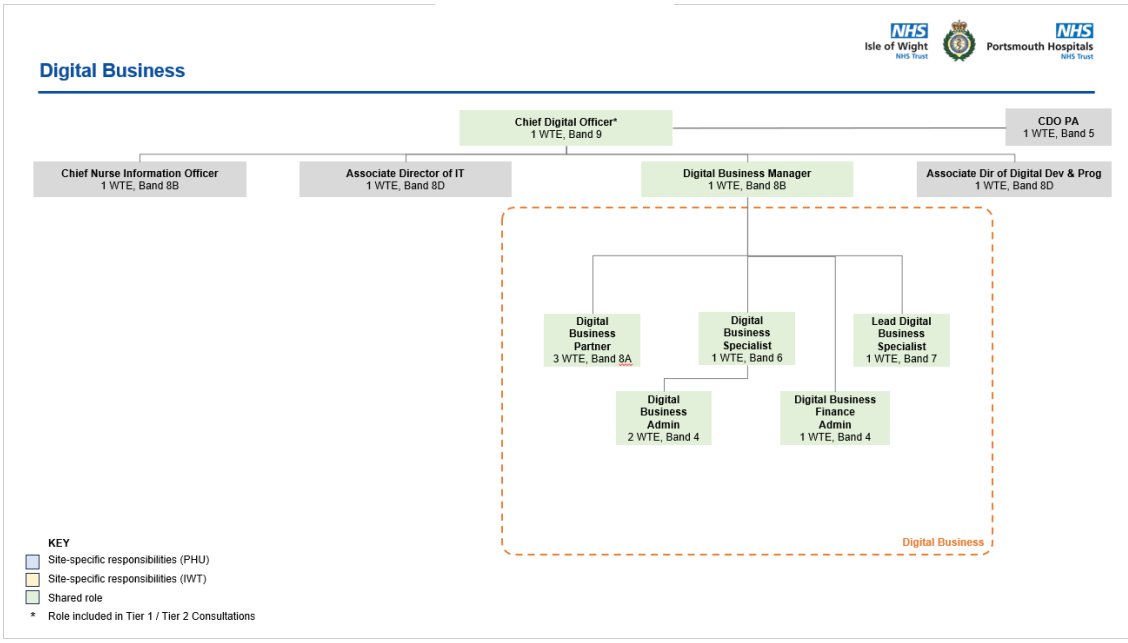
Support Cost Improvement Plans by maintaining savings trackers, collating evidence and reporting progress against agreed targets to the Digital Business Manager. Responsibility for approving plans and validating savings remains with the relevant managers and Finance team.

Job summary

1. Provide a first point of contact for routine Digital finance queries relating to income, expenditure, purchase orders, invoices and costing information, referring complex or disputed matters to senior colleagues.
2. Prepare and distribute routine financial information to Digital Leads, checking accuracy and obtaining review by the Digital Business Manager where required.
3. Organise day-to-day finance administration, including transaction tracking, reconciliations and supporting month-end information, alongside agreed business support duties.
4. Maintain effective communication with Finance, Procurement, suppliers and Digital colleagues to resolve routine financial enquiries and follow up outstanding actions.
5. Provide a comprehensive, confidential and accurate finance support service to the Digital Business Partners and Digital Business Manager, maintaining an auditable record of transactions and approvals.
6. Develop effective working relationships with managers, budget holders, Finance and Procurement colleagues and external suppliers, providing factual financial information and guidance on established processes within the remit of the role.

Organisational Chart

The role reports directly to the Digital Business Manager and is accountable to the Chief Digital Officer. The post holder forms part of the Digital Business team, providing finance support across both organisations and working with Digital Business Partners, Finance and Procurement colleagues. The role supports cross-organisational projects through financial administration and information gathering; it does not hold independent responsibility for project leadership, budget ownership or strategic financial decisions.



Specific Core Functions

1. Manage an allocated finance administration workload, processing and checking financial information and taking decisions within defined financial procedures and agreed delegated authority.
2. Prioritise incoming financial correspondence and supplier enquiries, respond to routine matters and maintain records of outstanding invoices, purchase orders and requested actions.
3. Support Digital finance and contract review meetings by preparing financial schedules and papers, recording agreed actions and following up outstanding information within agreed timescales.
4. Plan and prioritise competing tasks to meet purchase processing, month-end reporting and contract renewal deadlines, escalating risks to timely completion.
5. Use financial systems, spreadsheets and contract records to maintain accurate information on Digital expenditure, income, commitments and agreed savings, supporting informed management decisions.

Key Responsibilities

Communication and Working Relationships

- Support the service by interfacing with all individuals and services involved in the Digital provision throughout the organisation
- Provide and receive complex or sensitive information
- Explain financial transactions, discrepancies and documentation requirements clearly to colleagues and suppliers, using tact to obtain information and referring contentious or complex matters to senior colleagues.
- Work within a range of procedures and practices
- Support Digital induction by explaining Digital finance administration processes, including requisitions, invoice queries, financial trackers and record keeping.
- Maintains working relationships with own and other departments, and motivates staff
- Co-ordinate financial review meetings and related administration, collating supporting reports, recording actions and distributing agreed information promptly and securely.
- To deal in a professional, helpful and sensitive manner with customers, staff and other agencies by telephone or face to face, taking messages, referring other issues as appropriate and answering routine questions.
- Deliver excellent levels of customer service to all services and staff
- Act as an advocate for the service and its contribution to partnership working through creating effective partnerships and relationships with internal and external stakeholders.
- Participate in departmental meetings, including taking minutes, and to ensure effective liaison with all colleagues internally and externally.
- Ensure the telephones are answered in a courteous and efficient manner, screening calls and forwarding to appropriate individuals for action.
- Liaise with other departments of the Trust as required.
- The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders. Participate in relevant internal and external working groups/projects, services, and initiatives to provide, information to strategic leads.
- Support colleagues by providing agreed cover for finance administration tasks during absence, maintaining clear handover records and working within own competence and delegated authority.

- Process complex information to meet the needs of the target audience

Analytical and Judgement

- Compare financial records, purchase orders, invoices and supporting documentation to identify discrepancies, investigate causes and resolve routine queries using established procedures.
- Gather supporting information from Finance, Procurement, service leads and suppliers to investigate financial queries and confirm the accuracy of transaction records.
- To be responsible for the safekeeping of highly confidential documents for the service.
- Use judgement to identify missing approvals, incorrect coding, duplicate invoices and mismatches between orders and invoices, referring exceptions beyond own authority to the appropriate colleague.
- Prepare reconciliations of local expenditure and commitment trackers against financial system information, recording differences and following up agreed corrective actions.
- Check financial schedules and supporting documents for completeness and accuracy before submission, ensuring they meet agreed reporting deadlines and quality standards.
- Manage multiple tasks and activities in parallel and set priorities to meet Trust and service goals.
- Organise cost effective travel arrangements for the service and prepare comprehensive travel itineraries and confirm arrangements.
- Analysis and investigation of issues to resolve queries and other relevant procurement related enquiries.
- Analyse routine financial data to identify differences between actual expenditure, commitments and agreed budgets, preparing factual variance information for management review.
- Investigate routine financial discrepancies relating to Digital capital and revenue purchases, retaining supporting evidence and referring accounting treatment, complex costing or unresolved issues to Finance.

Planning and organising

- Plan and prioritise the day-to-day finance workload, maintaining a schedule of transaction processing, month-end returns, reconciliations and reporting deadlines.
- Plan, organise meetings/updates and liaise with stakeholders involved to support the delivery of the agreed agenda
- Devise and maintain efficient filing systems; clerical and office systems and provide administrative support.
- Manage and organise own time and work efficiently, adhering to deadlines.
- Manage deadlines with unpredictable work patterns, escalating delays promptly
- Concentrate on completing tasks during periods of frequent interruption from staff and need to switch attention.
- Provide service cover as requested.
- Provide administrative support to the team in respect of processes.
- Maintain a calendar of financial review meetings, month-end deadlines and contract renewal dates, arranging meetings as required and resolving scheduling conflicts with the relevant leads.
- Set and maintain high personal and professional standards and be proactive and anticipate the needs of the service leads

- Show creativity and innovation in developing new ways of working to improve the efficiency of the service provided to the organisation
- Organise finance and business support meetings or workshops as required, preparing papers, recording decisions and maintaining action trackers within agreed timescales.
- Deliver against agreed objectives, achieving quality outcomes.
- Maintain contract monitoring and service level agreement (SLA) trackers, identifying upcoming renewals, payment milestones and proposed cost changes for review by the Digital Business Manager.

Physical Skills

- Advanced Keyboarding skills
- Capable of working to and meeting performance targets
- Self-motivated and able to work independently as well as part of a team
- Excellent communications and interpersonal skills with the ability to sustain high quality efforts over long periods

Patient Client Care

- Any Patient contact will be incidental

Policy and Service Development

- Follow the relevant Trust financial procedures, procurement processes and delegated approval arrangements, alongside agreed staff administration procedures.
- Propose changes to own service, initiative work and make recommendations for more effective delivery.
- The post holder will be required to follow policies and procedures within own service area.
- The post holder will be required to make suggestions for wider policy issues that extend beyond their role.
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust and the other providers this role supports.
- Implement changes to working practices in own work area.
- Suggest improvements to finance and contract administration systems and implement agreed changes within own work area.
- Contribute towards the development of departmental policies and systems
- Maintain procedure notes for Digital finance administration and capital procurement support, updating them following changes agreed by Finance, Procurement or the Digital Business Manager.

Financial Management

- Maintain accurate records of Digital income, expenditure and commitments, using financial systems and agreed trackers and retaining evidence of transactions and approvals.
- The post holder is not a budget holder and does not independently authorise expenditure, approve payments or agree contracts. Financial activity must comply with the relevant Trust Standing Financial Instructions, procurement rules and delegated authority arrangements.
- Prepare purchase requisitions and raise purchase orders through approved systems once the required approvals are in place, checking supplier details, cost codes and supporting information. Prepare single tender waiver documentation where requested for review and approval by authorised colleagues.

- Monitor expenditure and commitments against agreed budgets, identify variances and prepare supporting explanations for review by the Digital Business Manager and Finance team, escalating unexplained differences.
- Check invoices against purchase orders and evidence of goods or services received, investigate mismatches and liaise with suppliers and Accounts Payable to resolve routine queries. Refer invoices for authorised approval and payment through agreed processes.
- Support month-end processes by reconciling local trackers to financial reports and preparing draft schedules of outstanding commitments, accruals and prepayments for Finance review. Supply evidence for agreed recharges or income requests; accounting entries and treatment remain subject to Finance approval.
- Maintain contract cost, renewal and savings trackers, provide supporting evidence for financial reviews and audit requests, and promptly raise suspected duplicate payments, irregularities or control concerns through the relevant Trust reporting procedures.
- Reconcile supplier statements to invoice and payment records, follow up missing invoices and credit notes, and maintain an aged query log showing outstanding items, actions and escalation dates.
- Review open purchase orders with service leads to confirm remaining commitments and receipt of goods or services. Request authorised amendments or closure of completed orders, retaining supporting evidence and avoiding double counting in financial trackers.
- Prepare draft journal and recharge requests with cost codes, calculations and supporting evidence for Finance review and authorisation. Check invoice arithmetic and VAT information against agreed guidance, referring uncertain tax or accounting treatment to Finance.
- Collate agreed contract payment schedules, renewal costs and planned purchases to support expenditure forecasts and year-end returns. Clearly distinguish actual expenditure, outstanding commitments and estimates, recording assumptions for review by the Digital Business Manager and Finance team.

Management/Leadership

- To identify in personal development needs to deliver their role effectively.
- Will support visits to the departments appropriately e.g. supporting external organisations to visit and observe the staff in practice, ensuring Information Governance policies are followed
- Provide support and direction to new or less experienced colleagues, as appropriate.

Information Resources

- Record incidents and compliments in line with Trust policy on the DCIQ system
- Maintain financial administration records, purchase order and invoice trackers, contract registers and supporting evidence securely and in accordance with retention requirements.
- Collate and interpret routine financial and contract data using spreadsheets, databases and approved finance systems, maintaining formulas, reconciliations and clear supporting records.
- Responsible for ensuring the accuracy of the relevant databases
- Produce regular expenditure, commitment, invoice query and contract renewal reports using agreed formats, checking data accuracy before sharing with authorised recipients.

Research and development

- Support routine financial and procurement audits by collating transaction evidence, checking records and following up agreed actions within own area of work.
- Actively support and contribute to the development of key performance indicators for the successful assessment of performance.

Freedom to Act

- Work independently on allocated finance administration tasks within defined procedures and delegated authority , using judgement to resolve routine issues and seeking guidance from the Digital Business Manager or Finance team for complex queries, exceptions or decisions outside own remit.
- 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
- Adhere to employers policies and procedures
- Respect the confidentiality of all matters that they may learn relating to their employment and other member of members of staff.
- Following standard procedures and policies work autonomously, using own initiative, knowledge and decision making skills to provide, receive and communicate information at all levels from within the organisation, across the NHS and to partner organisations.
- This role will be expected to manage their own workload and will have access to more senior colleagues for guidance and support

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.
- There is a frequent requirement for light physical effort for several short periods during a shift
- Normal office duties which do not require repeated or heavy physical effort. However, the work does involve prolonged periods of VDU usage and telephony work involving the use of both handsets and headsets. Long periods of talking while covering incoming telephone traffic regularly occur.
- Some driving may be required.

Mental effort

- Frequent concentration is required when entering financial data, checking invoices, reconciling records and preparing reports. Work includes planned financial deadlines and interruptions from queries requiring reprioritisation.
- Assess and prioritise routine financial queries and outstanding actions, maintaining accuracy when switching between tasks and escalating urgent or unresolved matters.
- Occasional requirement for concentration when typing and checking contract documentation

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.
- This role can be emotionally demanding as a major part of the day to day duties involve the resolution of disputes on behalf of unhappy / agitated customers.

Working conditions

- Frequent requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	Diploma-level qualification in finance, accounting or a relevant business subject, or equivalent knowledge and relevant practical experience of financial administration. Advanced ECDL or equivalent practical IT skills, including confident use of Excel formulas, sorting, filtering and financial spreadsheets.	AAT qualification or working towards an accounting qualification. Training in financial systems, purchasing or customer service.	**Application and Interview**
Experience	Experience of financial administration, including purchase orders, invoice processing or queries, reconciliations and maintaining accurate financial records. Experience of using spreadsheets and financial or purchasing systems to check data, investigate discrepancies and produce routine reports, while managing competing deadlines and handling confidential information.	Experience in NHS finance or financial administration within a Digital service. Experience of month-end support, budget monitoring, contract expenditure tracking or capital procurement administration.	**Application and Interview**
Knowledge	Knowledge of financial administration processes, including purchase orders, invoices, cost coding, reconciliations, budget monitoring and audit trails. Understanding of confidentiality, financial controls and the need to work within delegated authority.	Knowledge of NHS financial procedures and Standing Financial Instructions, capital and revenue expenditure, accruals and prepayments, and Digital contract or licence renewal processes.	**Application and Interview**

Finance skills and competencies	Accurate numeracy: check totals, percentages, invoice calculations and cost allocations, identifying errors. Reconciliation and problem-solving: match transactions to source records, investigate differences and document resolutions or escalation. Excel and data handling: use formulas, sorting and filtering to maintain financial trackers, check data quality and produce clear summaries. Financial control: check coding and supporting approvals, maintain an audit trail and recognise the limits of delegated authority. Communication: explain routine financial queries clearly to colleagues and suppliers, follow up outstanding information and handle confidential records securely. Organisation: meet month-end and purchasing deadlines, maintain accuracy during interruptions and escalate delays promptly.	Ability to use pivot tables and lookup functions to summarise and compare financial data. Ability to prepare draft accrual, prepayment, journal or recharge schedules with supporting evidence for Finance review. Ability to support expenditure forecasting and identify practical improvements to financial administration processes.	**Application, Interview and practical finance/Excel exercise**

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 associated 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 time; 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 in order 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 every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Provide agreed finance administration cover and maintain the skills needed for continuity of the Digital Business support service. Any requirement to participate in a technical Digital on-call rota must be separately confirmed as part of the agreed role.

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.