

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Finance Administrator
<b>REPORTS TO</b>	Assistant Head of Neighbourhood Services
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	Finance Neighbourhood Services
<b>LOCATION</b>	Morfa Gele, Abergele
<b>SALARY DETAILS</b>	Scale 3, Points –I-L

### 2. PURPOSE

To support the provision of a quality rent administration and information service involving the accurate and timely processing of information both internal and external clients.

### 3. DIMENSIONS Scale & Diversity

Administer the Direct Debit process, calculating payments and amending DDs to reflect any rent account changes approximately 100 per month

Administer the rent refunds process by calculating refund due, sending out the rent refund claim form and processing the refund request approximately 40 – 60 per month.

### 4. MAIN ACCOUNTABILITIES

Setting up and maintaining methods of rent account payments E.g. Direct Debits, Standing Orders and any new future services.

To take payment details from tenants over the telephone who wish to pay by Credit or Debit card.

Setting up and maintaining 'sub-accounts' on IBS Open Housing to ensure non primary charges are identified separately to primary charges e.g. former tenant arrears, recharges, benefit overpayments.

To maintain tenancy types ensuring 'Starter Tenancies' have been converted to 'Assured Tenancies'.

Providing an enquiry service in respect of rent accounting to Neighbourhood Co-ordinators, Incomes Management Team and tenants.

To assist in the administration of sending out the quarterly tenant statements.

Liaising with area housing staff, other departments, and agencies regarding housing benefit and former tenant arrears.

To administer the Allpay card process or any other payment methods and order new or lost cards on a timely basis.

To provide cover for the Finance Officer (Rents) during annual leave or sickness absence.

## 5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required.

## 6. WORK CONTEXT (environment, type of equipment)

The post is office based with limited requirement to travel. The regular use of ICT systems and technology is a requirement of the post.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Tasks in this post are priority/deadline based. The post holder has the flexibility to decide what order tasks are done, however, all tasks will be expected to be completed to deadline or by priority set.

Most tasks are expected to be completed on a daily basis.

The priority of tasks can be changed by the line manager. For example if the Finance Officer (Rents) is off on annual leave or sickness absence.

## 8. COMMUNICATIONS (the main communications that take place. frequency, purpose and method)

<b>INTERNAL</b>	Members of Neighbourhood Services on a daily basis to provide tenant's rent account information.
<b>EXTERNAL</b>	Dealing with tenant queries regarding tenant rent account queries and questions. Dealing with Allpay regarding daily statements if not available.

## 9. AREAS OF COMPLEXITY (what provides most stretch)

Prioritising various duties within the role.

## 10. AGREEMENT

**Job Holder's Signature:**

**Date:**

**Line Manager's Signature:**

**Date:**