



# WILLOW TREE

HOUSING PARTNERSHIP

## Role Profile

### Income and Expenditure Officer

#### Role Purpose

The purpose of the job is three fold:

- To provide an efficient and effective rents management and sales ledger service to tenants and staff across the Willow Tree Housing Partnership.
- To provide an efficient and effective payment service to the Partnership's suppliers
- To support the Finance functions wherever required. Proactively collaborate with non-Finance staff on income related issues.

#### Key Relationships

<b>Reports to:</b> Income and Expenditure Team Leader	<b>Line manages:</b> N/A
<b>External:</b> External and internal audit firms, suppliers, tenants, customers	<b>Internal:</b> all staff, executive team colleagues.

#### Key Responsibilities

##### General

Ensure that all rents and service charges are properly set up on the Housing Management System and that all income collected is promptly posted to rent and service charge accounts.

Ensure that invoicing for third parties (Partners and others) is undertaken appropriately and that debts proactively chased.

Ensure that supplier accounts are correctly set up on the Accounts Payable module and that supplier invoices are correctly coded (for VAT and internal purposes) and posted and paid in line with the rules and regulations set out in the Partnership's standing orders and financial regulations and with agreed payment terms.

Assist with other tasks relating to the Finance function such as (not a complete list):

- Provide support for the Internal and External Audit process.
- Undertake reconciliations to an agreed standard and timescale.
- Preparation of forecasts, financial analysis etc. as required.
- Production of financial performance data such as number of invoices processed.

## **Key Duties**

### **1. Rent, Service Charges and other income**

Implement rent increases as agreed by the Board, provide statutory notices to tenants on rent increases, up-date direct debits.

Ensure that rents, service charges and any other income from tenants are recorded in an accurate and timely manner.

Update housing benefit information on the housing management system and ensure that tenants are aware of how much they need to pay the Partnership.

Liaise with Omni Ledger on issues relating to the rents module.

Work with Housing Officers providing information on rent payments and liabilities.

Ensure that tenants have access to regular rent statements.

Ensure that all income received by the Partnership is banked promptly, posted to the correct account (and VAT codes) and credited to the correct account/general ledger code.

Carry out all weekly, monthly, quarterly and yearly processes on the rents system and reconcile control accounts.

Ensure systems are in place for the recording and collection of sundry debts and reconciled within the Housing Management System (Sales ledger).

Provide management information and statistics on a regular basis to an agreed standard and timescale across all income streams.

Advise the Income and Expenditure Team Leader, budget holders and Housing teams of any issues or problems.

Support forecasting processes by providing details of expected incomes.

Ensure all processes are documented and up to date at all times.

### **2. Accounts Payable**

Responsible for the payment of creditors in line with the Partnership's financial regulations and agreed payment terms.

Ensure that supplier accounts are correctly set up and payment terms for suppliers are recorded.

Code, post and manage the invoice approval process in line with delegation of authority.

Ensure that VAT is correctly coded.

Monitor supplier accounts on a weekly basis.

Ensure that invoice queries are dealt with and resolved and escalated in a timely manner.

Undertake supplier reconciliations on an agreed basis.

Undertake purchase ledger control account reconciliations.

Undertake and manage payment runs, in line with delegated authority and the rules set out in the Partnership's standing orders and financial regulations.

Liaise with budget holders and suppliers on queries.

Liaise with Omni Ledger on issues relating to Accounts Payable, as required.

Provide reporting on suppliers, payments, invoice volumes, query resolution rates etc. as required.

Advise the Income and Expenditure Team Leader and budget holders of any issues or problems.

Support Cashflow forecasting processes by providing details of expected payments to the Financial Controller.

Maintain records of any changes made to supplier accounts and ensure any changes are properly approved.

Ensure all processes are documented and up to date at all times.

### 3. Reconciliations

Undertake a programme of reconciliations (where not listed above) as directed by the Income and Expenditure Team Leader.

### **Other Duties**

Provide holiday and sickness cover for other Income and Expenditure Officers.

Actively seek for ways to improve the efficiency and effectiveness of any processes and working practices. Implement agreed improvements.

Uphold and contribute to, the implementation of the Partnership's Equalities and Diversity Policy and practice and all areas of work.

Promote and uphold the good name and reputation of the Willow Tree Housing Partnership.

Contribute to keep costs under control, while maintaining service quality and customer satisfaction e.g. demonstrate best value for the service provided.

Carry out any other related duties as directed by the Finance Director.

### **General**

Responsibility for representing the Partnership as required to contractors and external agencies.

Responsibility for promoting the values and policies of the Partnership both internally and externally.

The Partnership accepts its responsibilities to provide a safe and healthy environment for staff and residents. As an employee you have a duty to take reasonable care of yourself and others who may be affected by your acts whilst at work.

*No role profile can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.*