

Job Outline

Finance & Digital Assistant

Finance & Digital Improvement Team

Purpose:

To support the Assistant Director of Finance and Digital Improvement with their responsibility for ensuring that Ark provides a Finance & ICT services of the highest standard which is responsive to the needs of service users, tenants and ARK staff. In addition, you will provide support to the Assistant Director of Finance and Digital Improvement to ensure ARK's financial and operational objectives are met.

The functional role is to support the Finance and ICT department to deliver key financial and management information to their managers.

The role of Finance & Digital Assistant reports directly to both the Management Accountant and the ICT Manager.

Responsibilities:

Fact Finding and Analysis

- Administration across finance and ICT teams.
- Posting of purchase ledger invoices and obtaining budget holder approval to pay.
- Preparation and issue of sales invoices.
- Production of weekly BACS payment run.
- Front-line ICT support with e.g. passwords, roll-out of devices and 'helpdesk' related tasks.
- Assisting in network administration, monitoring and troubleshooting.
- Preparation and updating of documentation relating to ICT policies and procedures.
- Maintenance of ICT Fixed Asset Register.

Innovation and Initiative

- Training and updating of process notes to promote cross skilling of teams
- Propose enhancements to improve efficiencies and remove duplication of effort as identified in your day-to-day work.
- Use your initiative and make decisions within agreed boundaries, based on experience and practical understanding of Ark systems, policies and procedures.
- Effective problem-solving ensuring problem definition, generation of alternative solutions, evaluation and selection of suitable solution and implementation.

Interpersonal Skills

Internal

- Develop and maintain collaborative working relationships with all Head Office staff and other key stakeholders as identified, demonstrating a friendly, approachable manner and an ability to actively listen
- Liaise with employees and respond to finance and ICT queries.
- Work with the Assistant Director of Finance and Digital Improvement on specific projects as and when required.
- Work collaboratively with all area teams on all aspects of financial and ICT practice.

External

- Build relationships with external digital service providers
- Build relationships with Local Authority Finance teams ensuring any debts are chased in a timely manner and any requests for information are addressed efficiently or directed to the Management Accountant as appropriate.
- Address queries from External Auditors.
- Royal Bank of Scotland In-Trust Bank Account team.

Leading and Developing People

- Role model a customer focussed culture within the Finance and ICT departments.
- Support the Assistant Director of Finance and Digital Improvement to provide an open culture, built on effective coaching and a “no blame” approach;
- Work closely with the Management Accountant & ICT Manager to ensure that all Finance & ICT Administration is processed within agreed deadlines.
- Promote effective communication within the Finance and Digital Improvement department, across the broader organisation and with external stakeholders.
- Promote high standards of ethical behaviour, probity, integrity and honesty.

Resources

In collaboration with the Management Accountant & ICT Manager take all reasonable steps to ensure that:

- Data input in relation to ledgers are accurate and reliable to allow for construction of accurate cashflow forecasts, budgets and management accounts.
- Coding of purchase invoices is accurate and allocated to the correct service.
- Appropriate level of authorisation is obtained for purchase and sales invoice sign off.
- ICT records and service levels are maintained.

Business Support

- Participate in the People & Organisational Development business support rota providing front-of house and administrative cover for the organisation, including receiving and distributing mail, managing the building intercom, and welcoming and signing in visitors.

Impact on Decisions

- Support the Management Accountant & ICT Manager to ensure the prioritisation of Finance & ICT activities.
- Support the Management Accountant & ICT Manager balancing the competing demands and resource constraints on a day-to-day basis, ensuring Finance & ICT activity are based on sound business need and is in line with the organisation’s overall strategic direction.

Expertise

- Practically apply knowledge of Finance & ICT to areas of responsibility and work within agreed policies, procedures and practices.
- Undertake the accountabilities of the role whilst providing support to other areas of Finance & ICT administration as required, including providing cover for annual leave.
- Support delivery of a consistent approach to admin and communication.
- Undertaking on the job learning to acquire the necessary skills to fully fulfil the requirements of the role.
- Ability to quickly build professional working relationships.
- Experience in working in the care sector is advantageous.

Qualifications

- A relevant IT qualification is desirable

Experience

- A demonstrated track record/interest in finance and ICT.
- Experience of using specialist accounting packages and understanding of accounting principles.
- Excellent IT skills, particularly Excel and Microsoft office packages.
- Excellent time management skills.
- Ability to work confidentially, confidently and independently.
- Verbal and written communication and interpersonal skills.

Knowledge/Skills

- Microsoft Office especially Microsoft Excel including use of basic formulas.
- Accuracy and attention to detail.
- Numeracy skills.
- Technical and professional Finance knowledge.
- Communications and engagement.
- Ability to work as a member of a team or independently.
- Friendly and approachable attitude.

Head Office Worker Competencies

As well as the ability to do this role will be assessed in conjunction with the following competence areas:

- ARK Values
- Teamwork
- Dealing with conflict
- Communication
- Continuous Learning
- Professional Boundaries
- Problem Solving
- Customer Service