



# Role Profile

## November 2016

<b>Job Title:</b>	<b>Finance and HR Admin Officer</b>
<b>Reports into:</b>	Head of Finance
<b>Direct Reports:</b>	None
<b>Department/ Location:</b>	Stockwell
<b>Disclosure Level:</b>	None
<b>Role Purpose:</b>	<p>Provide effective assistance to the Finance team and act as an interface between Finance and all staff on financial matters.</p> <p>Provide HR administration, advice and system support to management and the wider team.</p>

### Key accountabilities

#### **Finance**

- Assist with basic finance functions such as preparing invoices for payment, raise debtor invoices as required, reconcile supplier statements, set up new suppliers, prepare bank and other balance sheet account reconciliation statements etc.
- Manage the purchase ledger; the organisation and processing of invoices for prompt payment and ensuring all paperwork has been completed correctly and send remittance advices to all suppliers promptly.
- Create spreadsheets and run standard reports to an agreed timetable.
- Maintain a petty cash system recording expenditure; completing and undertaking petty cash reconciliation on a monthly basis.
- Ensure appropriate records are maintained to the collection of cash at reception.
- Ensure cash and cheques collected are banked in accordance to SW9 CH policy.
- Produce reports using applications i.e. CRM, EDM and SUN and Northgate.
- Produce accurate and well-presented documents.
- Management of finance team mailboxes.

#### **Human Resources**

- Provide day-to-day system administration for the SW9 CH's HR system.
- First point of contact for all routine enquires on HR policy and practice and day-to-day administration of staff benefits.
- Ensure that all payroll instructions are prepared and updated on HR system in time for the monthly payroll run and submitted to the Finance Officer.
- Manage and maintain contracts, personnel files and other employee information.
- Provide confidential ad hoc advice and assistance to operational and senior management on employee issues and attend formal meetings when required.
- Administer HR-related documentation e.g. new starters and leavers, sickness absence, recruitment, reference requests, parental leave etc.
- Monitor employee absence and probation periods in accordance with current policy in a timely manner.
- Support the full recruitment administration service.
- Provide advice, tools and guidance to colleagues, managers and all end users to allow them to use the HR system including the self-service function effectively.
- Provide line managers, senior management and external customers with key HR performance data including workforce, turnover, sickness, recruitment and equal opportunities monitoring reports.
- Assist in data integrity audits and data cleansing exercises to confirm accuracy and veracity of information held on electronic and paper-based HR systems, including the maintenance

of post obsolete dates and temporary employee end dates.

- Coordinate local staff training events and support colleagues in the delivery of staff induction training.
- Identify and respond to potential risks in relevant areas of responsibility and collaborate with the Head of Finance to mitigate their impact on the organisation. Continuously seek improvements to systems and processes.
- Management of HR mailboxes.
- Inspire and be a role model, consistently demonstrating the SW9 culture and values.
- Attend evening meetings and other community events as required.

**Standard Responsibilities**

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

**The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.**

**Contacts - External/Internal**

- Colleagues across SW9 Community Housing and Network Homes.
- Contractor and suppliers

## Person Specification

### Education

- A good standard of education commensurate to the role.
- Qualification in Finance/HR or business-related subject is desirable.

### Knowledge and skills

- Possesses Finance/ HR administration and numerical skills to work flexibly and collaboratively.
- Demonstrate up-to-date knowledge and understanding of general Finance and HR legislation, principles and practices.
- Excellent attention to detail.
- Intermediate IT and computer skills including Word, Outlook and Excel. Ability to use CRM, EDM, and Northgate is desirable.
- Ability to work as a part of the team.
- Excellent organisation skills with the ability to prioritise workload to meet deadlines and adhere to month-end timetable.
- Clear and accurate written and verbal communication that is appropriate for the audience.
- Strong relationship building and stakeholder management skills to liaise with a wide range of people, both internal and external to the organisation.
- Ensures that all work is undertaken in compliance with the Data Protection Acts (DPA).
- Analytical, with the ability to quickly solve problems through practical and innovative means.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility.
- Ability to respond to queries promptly.

### Experience

- Minimum of two year's experience in a similar role.
- Range of experience in the use of computerised housing and finance accounting systems. Experience of SUN and CascadeHR is highly desirable.
- Experience of working in social housing desirable.
- Experience with data and spreadsheet manipulation is essential.
- Experience in liaising with colleagues at all levels.

### Competencies

**We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-**

**Hungry** – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

**Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

**Respect** – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

**Together** – I am proud to be one team

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships

- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference