



Direct Payments Support Service / Managed Accounts

Job Description

Job Title: Customer Finance Officer – Managed Accounts Service
Salary: £24,000 per annum
Hours: 21 hours per week
Accountable to: Finance Manager
Location: Knowsley Disability Concern, 263a Tarbock Road, Huyton, Merseyside, L36 0SD (Hybrid working may be available)

Key deliverables:

- Effective administration of all financial aspects of the Managed Accounts service.
- To provide additional and ad hoc financial administration support to the Direct Payments team.

Key Result Areas:

- Customer managed accounts are up to date, accurate and correctly funded.
- Queries and finding issues are dealt with promptly and efficiently.
- Statistical and performance information is up to date and available.
- Fee charges from managed accounts to KDC are transferred to schedule.
- Timely production of information required for KDC management accounts

Principal Duties and Responsibilities:

- The allocation of Direct Payment receipts from Local Authorities onto Individual customer accounts, held on the PFS banking system, on a 4 weekly cycle.
- Analysis and reporting on payments records.
- Conversion of wages files for upload onto the PFS banking system;
- Running payment routines for Personal Assistants' wages and the attached HMRC returns and analysis.

- Alerting the DP Team and the Your Payroll Team to any potential funding issues on customers' accounts.
- Reconciliation of customers' Managed Accounts on PFS to income receipts and payments made.
- Liaison with the Local Authority on annual reconciliation and any audit required by them.
- Collection and transfer of Managed Account Fees and Payroll Fees to KDC, in advance.
- Administration of, and making payments for customer's employer insurance renewals
- Making ad hoc invoice payments to support the DP Team.
- Production of information required for KDC monthly management accounts.
- Maintaining customer information and producing statistical reports for management and Board information.
- Contributing to the continuous review, development and improvement of the Direct Payments Managed Accounts service to produce efficiencies.

Any other duties commensurate with the role of Customer Finance Officer considered necessary to further the aims of the service. This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Customer Finance Officer.

General requirements of the post-holder:

- A commitment to Equal Opportunities and Anti-Discriminatory Practices
- Prepared to become familiar with and adhere to all of the organisations Policies and Procedures and to comply with KDC's Health and Safety requirements.
- A commitment to undertake the necessary training and development activities in order to fulfil the role and potential.
- Willingness to attend staff meetings, external events, conferences and other meetings as required.
- The offer of employment will be subject to an enhanced Disclosure and Barring Service record check (DBS) before the appointment is confirmed. Criminal convictions will only be taken into account when they are relevant to the post.
- **Key Working Relationships:**
- Colleagues within KDC Direct Payments Team
- Members of the Your PayrollTeam

- Local Authority Service Managers and Audit teams
- Managed Account customers, their families and carers

Other Information

KDC's Managed Account Service delivers a full third party service for anyone who is unable to manage the money to operate their Direct Payments. Our fully managed payroll service (Your Payroll) incorporates all aspects of processing wages for PAs. We ensure that PAs are paid correctly, on time and handle the financial duties of an employer such as workplace pensions.

KDC is a charity which has been supporting disabled people and those with long term health conditions for over 40 years and our services have been designed to make it as simple as possible for anyone to receive a Direct Payment.

Janaury 2024

Customer Finance Officer – Person Specification

Feature Sought	Essential	Desirable	Measure
Qualifications/ Professional Membership	<ul style="list-style-type: none"> • Good standard of basic education (GCSE Maths and English minimum) • Finance and/or Accountancy qualification (AAT or similar/NVQ or similar) 		Sight of Qualifications
Skills and Effectiveness	<ul style="list-style-type: none"> • Strong skills in Microsoft Excel (Pivot tables, LOOKUPS etc) • Good self-organiser and ability to work on own initiative and prioritise with minimum supervision • Ability to cope well under pressure • Ability to develop and establish efficient workflows/internal processes and procedures • Ability to work with detailed processes • Ability to maintain a high volume of detailed reconciliations • Able to develop and maintain effective working relationships with colleagues and other agencies at all levels • Well-developed organisational skills • Good IT skills in the use of Microsoft applications, databases and email • Excellent customer service skills • Confident and helpful with the ability to deal with enquiries from internal and external stakeholders in line with customer care policy • An understanding of the importance in recognising the different needs of our customers. 	<ul style="list-style-type: none"> • Advanced Level skills in Microsoft Excel 	Cover letter and CV/ Interview
Knowledge	<ul style="list-style-type: none"> • Good understanding of Anti Money Laundering regulations and the anti bribery act 2010 • An understanding of confidentiality and safeguarding vulnerable people. 		Cover letter and CV/ Interview

Feature Sought	Essential	Desirable	Measure
Experience/ Achievements	<ul style="list-style-type: none"> • Experience of working within a financial environment • Experience operating and managing banking software systems and Card Payment Systems • Good xperience of accounting Experience in processing high volume of financial transactions • Experience of using a range of financial systems and software packages • Experience in a customer service environment 	<ul style="list-style-type: none"> • • Experience of audit processes 	Cover letter and CV/ Interview
Other requirements of the job	<ul style="list-style-type: none"> • Friendly and approachable manner • Commitment to promote choice, independence, rights and inclusion • Ability to operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention policy 		Cover letter and CV/ Interview

January 2024