##### JOB DESCRIPTION

**JOB TITLE: Assistant Cashier, RCS Division**

**RESPONSIBLE TO: Accounts Payable and Cashiering Manager, RCS Division**

**ACCOUNTABLE TO: Finance Manager Transactional Processing, RCS Division**

**Care UK Values**

* Passionate
* Teamwork
* Caring

**Job Summary**

Care UK is a leading, innovative provider of health and social care services in the UK. The group has delivered strong organic and acquisitive growth over recent years with revenue in excess of £500m.

The Residential Care division provides care and supports to over 6,500 residents living with dementia and related conditions in 120 Care homes across the UK. The division has, and continues to grow rapidly, making significant investment in new care homes and enhanced facilities.

The role of a cashier is to primarily assume responsibility for all cash and banking activities for the division. Excellent communication skills are a prerequisite as the role requires maintaining positive and effective relationships with divisional and finance stakeholders, in addition to Care Home colleagues. The successful candidate will be able to demonstrate the ability to work in a high control environment, focused on reducing risk to Care UK whilst maintaining lean and effective processes. Operating in a rapidly growing environment the post holder will need to be able to welcome and actively participate in the management of change whilst demonstrating flexibility, tenacity and patience.

Further growth prospects continue to be strong and the division and group are well placed to take advantage of the opportunities presented to key players in the market. Consequently the internal environment is fast paced and continually evolving, providing an excellent opportunity for individuals seeking to make a significant impact.

### Key Responsibilities

To assist the cashiers with all cashiering related tasks including

* The preparation and submitting of out of cycle payments
* To manage the remittance advices received into the team by printing these from the mailbox and logging them onto a spreadsheet maintained by the Cash and Banking team.
* Set up, monitor and maintain all Direct Debit and Standing order payments
* To assist the cashiers with maintaining the Direct Debit process
  + Adding and deleting Customer Direct Debit mandates
  + Producing direct debit notification letters
  + Posting all direct debits payments and rejections to the finance system
  + Notifying Credit Control of rejections
* The timely and accurate management of the finance responsibilities of the Residents Monies processes
* Arranging for Petty Cash replenishment requests to be passed to relevant authorisers and subsequent allocation of the petty cash top ups. Liaising with the Homes and the RCS Accounts Payable team when there are discrepancies
* Monitoring cashier mailboxes (Direct Debits, Cash and Banking & Remittances), printing remittances and Cash and Banking documents
* Producing refunds cheques to pass for authorisation and the allocation of the refund to the correct customer account on the finance system
* Arrange for the opening of the daily post and dispatching the paperwork to the relevant team members
* Arrange for cheques received to be banked on a regular basis involving a visit to the bank at least twice a week
* To assist the cashiers with the transactional management of the divisions receipt and expenditure bank accounts. To support with ensuring that all direct payments from the Bank Accounts are validated on a regular basis.
* Assisting with the administration of the deposit and suspense accounts
* Ensure all Weekly/Monthly KPI’s set both for the function and personally are achieved
* Supporting with month end related tasks to ensure all tasks are completed as per the business deadlines. This will involve a proactive approach to ensure key tasks are completed.
* Act as point of contact to care homes for all Banking related enquiries
* Provide in house training and support to Care Home colleagues
* Maintain Banking relationship contact in respect of mandates and signatories,
* Liaise with care homes and customers for supporting documentation in respect of payments received and home banking information
* Cross departmental liaison (i.e. Billing, Credit Control, Accounts Payable, Management Accounts, Payroll ) to ensure prompt visibility and communication of any issues
* Responsible for continual process and procedure reviews to ensure best practice and efficient working practices are being demonstrated
* Participate in change management programs and actively support project delivery

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of post holder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **Hazards** | | | | | |
| Laboratory specimens |  | Clinical contact with patients/residents |  | Performing exposure prone invasive procedures |  |
| Blood/body fluids |  | Dusty environment |  | VDU use | √ |
| Radiation |  | Challenging behaviour |  | Moving and handling | √ |
| Solvents |  | Driving | √ | Noise |  |
| Respiratory sensitisers |  | Food handling |  | Working in isolation |  |

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * GCSEs (or equivalent)   including English and Maths | * Degree * A Levels * AAT Qualified |
| **Experience** | * Experience of managing high volume Finance transactional teams * Prior experience of working in multi divisional companies in complex, challenging environments * An understanding on banking processes and the importance of ensuring accuracy * Experience of participating in change management programs and system upgrades * Ability to develop and identify process improvements and efficiencies to meet the changing needs of a growing business * Demonstrates organisational skills to manage time effectively, meeting objectives and deadlines * Demonstrates the importance of customer service | * Knowledge of Agresso * Experience of the Care Industry in a Finance role |
| **Technical Skills** | * Displays data management skills * Good working knowledge of Microsoft Office products (Excel, Outlook and Word) |  |
| **Personal Qualities** | * Highly self-motivated, organised, proactive, personable team player * Good communication skills both written and verbal * Copes well under pressure whilst working to tight deadlines * Conscientious, high attention to detail with ability to see tasks through to completion * Methodical, analytical and logical thinker * Able to demonstrate use of initiative * Confident and able to provide help and support to other colleagues and customers * Commitment to personal development and the acquisition of new knowledge and skills * Able to maintain privacy and confidentiality |  |