

ROLE PROFILE

Job Title: Finance Income Team Leader	Role Reports to: Rent and Service Charge Manager	Business Function: Finance	Grade: F
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Job Purpose: <p>Lead the Finance Income Assistants in the delivery of accurate processing and control of all tenant related income received, in line with Your Housing Group deadlines and the management of the non-tenant sales ledger.</p> <p>Provision of all Rent Income Control and Suspense Accounts for the Group and managed companies, in line with Group policies, procedures and prescribed timescales.</p>	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results focus • Personal Learning & Growth • Future focus • Problem Solving and Decision Making • Developing Others
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Key Responsibilities:

1. Manage the day-to-day activity of the Finance Income (FI) team, ensuring the development of relationships with customers, to ensure a high-quality, cost-effective and customer-focused service that responds to business requirements.
2. Manage the income receipting process to ensure all Income is posted to Orchard customer accounts upon receipt, to deliver accurate and up to date customer accounts.
3. Ensure all key control account reconciliations are completed on a regular basis and any outstanding issues are followed up and resolved in a timely manner to ensure an accurate debtors ledger is maintained.
4. Foster a partnership approach with key stakeholders, provide technical advice with the aim of improving performance and developing processes and control procedures to add value and that are best practice and tailored to the requirements of both the business and suppliers.
5. Ensure all auto interfaces reconcile and are processed correctly and to the agreed timetable.
6. Ensure accuracy of financial statements, post information at every month end and handle monthly closing of financial records.
7. Oversee the raising of sales invoices, cash receipting and reconciliations, in line with group policies and procedures.
8. Managing of the cash and bank reconciliation process, ensuring speedy resolution of issues and queries.
9. Posting of deferred income journals.
10. Bad debt provision calculation and analysis of movement for the Management Accounts team.
11. Ensure control accounts are reconciled and suspense accounts are cleared, and corrective action is implemented to manage activity.
12. Ensure that management is informed of any exposure to risk through the production of concise yet detailed reconciliations
13. Assist in the preparation of external audit information in respect of income providing information and explanations to auditor
14. Production of Rental Income performance indicators.
15. Ensure adequate credit control processes are adhered to, to limit aged debt on the sales ledger.
16. Resource, manage and motivate the Finance Income Team to provide excellent services embracing best practice, innovation and continuous improvement.
17. Fully implement the Group's PDR System within the team and develop individuals to perform to the best of their abilities.
18. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Sound knowledge of computerised ledgers 	<ul style="list-style-type: none"> • Working knowledge of housing sector.
Skills	<ul style="list-style-type: none"> • Computer literate (Excel, Outlook and Word) • strong analytical skills • Ability to prioritise workload to meet deadlines. • Ability to develop and maintain effective relationships at all levels. • Excellent communication skills, written and verbal • Risk management skills with the ability to make sound judgements which balance commercial realities and manage risk • Demonstrate sound finance/resource management and effective fulfilment of regulatory finance requirements. 	
Experience	<ul style="list-style-type: none"> • Demonstrable experience of team management, motivation and development. • Strong track record in providing financial support in a large organisation 	
Qualifications	<ul style="list-style-type: none"> • AAT (Association of Accounting Technicians) qualified or qualified by relevant experience. 	



People Management Responsibility	Line management responsibility, including coaching, development and performance management.
Budgetary Responsibility	No budgetary responsibility
Key Relationships (internal/external)	Finance, ICT, Income and the wider Group and external auditors
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. Undertake and complete all PDRs and regular 121s with direct reports by set deadlines to ensure adequate performance management. 2. All rental income processed each week to set deadlines and reconciled to ensure accurate Orchard postings (including HB, UC, SO, Allpay) 3. All Group bank accounts every month with no outstanding items to be posted and any issues investigated and resolved 4. A full set of Balance Sheet Control account reconciliations to be completed and reviewed every month with risks identified. 5. All Orchard refunds to be approved, paid and posted accurately and by set deadlines. 6. Provide information and analysis in a timely manner to support the wider Finance team and the wider business

Date Role Profile Created/Updated:	September 2019
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