

## Job Description

<b>Job Title</b>	<b>Grade/Salary</b>
Finance Assistant	Grade 2 - £22,500 FTE
<b>Accountable to</b>	<b>Responsible for</b>
Financial Controller	Finance Volunteers

### Job Purpose and Role

The Finance Assistant will provide financial administrative support for the Finance Team allowing appropriate information to be provided to stakeholders at all times. You will support the implementation of our Finance strategy and have empathy for the work of Teesside Hospice.

You will assist in providing a communication link between the Finance Department and other departments who rely on robust support. The Finance Assistant will be someone who is highly organised and able to work independently as well as collaborate as part of a team.

You will work closely with the Financial Controller to ensure the effective day to day operation of your duties, thus allowing The Financial Controller to prepare timely, complete and accurate management accounts.

We endeavour to exceed customer/donor expectations by delivering high quality of customer service and adhere to all policies and procedures.

As part of our committed Team environment, the working atmosphere is friendly and supportive.

A large element of this role involves being responsible for reporting from the Charity Shop EPOS system. This includes ensuring all supporting documentation is received and monitoring that the Charity Shops are adhering to policies and procedures in place. Liaising closely with Shop Managers is a key element of this role.

This role is varied, it also involves other interesting aspects such as daily logging of donations, bank reconciliation, petty cash reconciliation, submitting Gift Aid claims, reconciling stock, dealing with queries and all other associated duties, as required. An enjoyment and appreciation for attention to detail is essential.



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## Main Duties and key result areas

### General duties

- Working under the direction of the Finance Director and Financial Controller, undertaking all financial duties as required.
- Maintaining confidentiality at all times and complying with the Teesside Hospice policy on Information Governance, thus ensuring security in the management and use of information.
- The processing of mail into the department including logging of daily gifts.
- Dealing with various financial queries from staff, volunteers and supporters.
- Maintaining and developing beneficial working relationships with other departments to further the organisations objectives.
- Training, supervising and giving guidance to volunteers responsible for daily banking and conducting the banking in their absence.
- Inputting financial data into the Xero Accounts programme ensuring accurate information is held at all times.
- Inputting supporter information and gifts onto Raisers Edge ensuring accurate information is held at all times, including liaising with the Fundraising Team as required.
- Carrying out bank reconciliations ensuring that unreconciled transaction reports are reviewed each week to ensure the Cash Handling policy is being adhered to.
- Issuing petty cash to claimants, ensuring supporting documentation is received.
- Working in accordance with Teesside Hospice financial procedures. Being aware of financial control procedures and confirming that they are being operated properly throughout the organisation. Reporting any identified weaknesses in financial control to the Financial Controller and Finance Director and taking a pro-active approach to action required to mitigate risk.
- Recording online sales in Xero and preparing/submitting accurate Gift Aid claims in respect of these sales.
- Ensuring all entries into Raisers Edge are accurate and complete.
- Recording sales from the Cybertill EPOS system in Xero. Ensuring relevant documentation is received from Shops and is checked to ensure all policies and procedures are being adhered to, liaising closely with Shop Managers.
- Reporting on retail discrepancies including both till discrepancies and banking anomalies and taking appropriate action.
- Reconciling retail bought in goods stock weekly.
- Maintaining the Gift Aid donors list within the Cybertill EPOS system and ensuring donor statuses and supporting documentation is accurate, liaising closely with Shop Managers.
- Operating a robust ordering process.
- Weekly balancing of petty cash.
- Routine collection of donations tins from within the Hospice building.
- Carrying out bank reconciliations weekly, in respect of the retail bank account, to ensure bank balances are accurate and to identify areas of weak control. Reviewing unreconciled transaction reports each week.



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## Delivering to our Values

### Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

### Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

### Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

### Skilled

- Having and showing the knowledge, ability or training to work well
  - Seeking opportunities to learn from a wide range of sources
  - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

### Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

## All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed .....

Date .....

Print name .....



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## Person Specification

Attribute	Detail	Essential or Desirable
<b>Skills &amp; Abilities</b>	Excellent written and verbal communication skills	<b>E</b>
	Good and confident use of Microsoft Office Skills: Excel, Outlook and Word	<b>E</b>
<b>Knowledge &amp; Experience</b>	Knowledge of administration procedures	<b>E</b>
	Be able to demonstrate experience in a professional environment / similar role	<b>E</b>
	A good working knowledge of Xero systems	<b>D</b>
	Working with volunteers and providing supervision and support	<b>D</b>
	Knowledge and understanding of Gift Aid	<b>D</b>
	Knowledge of VAT	<b>D</b>
	Experience of data input and maintaining a database	<b>D</b>
<b>Education &amp; Qualifications</b>	Good standard of education/literacy/numeracy	<b>E</b>
	AAT qualified (or similar) or studying towards	<b>E</b>
<b>Personal Attributes/ Key skills</b>	Ability to work as part of a team	<b>E</b>
	To be well organised	<b>E</b>
	The ability to multi-task and prioritise whilst working to tight deadlines	<b>E</b>
	Excellent communication skills both written and verbal	<b>E</b>
	Ability to stay focused with strong attention to detail	<b>E</b>
<b>Other</b>	To be committed to personal and professional development	<b>E</b>
	To have a flexible attitude to work	<b>E</b>
	An understanding of, and empathy for, the work of Teesside Hospice	<b>D</b>

