



Billing Officer Application Pack

Recruitment to the post of **Billing Officer**

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1 Application Process

To apply please submit your CV and a covering letter to:

recruitment@autismtogether.co.uk

Closing Monday 8th February 2021

Please ensure that your application details include:

- your current salary (remuneration),
- notice period

If you have any questions about the process, then please email us at: **recruitment@autismtogether.co.uk**

To have an informal conversation about the role, please contact Christina Parry, Finance Controller **christina.parry@autismtogether.co.uk**

2 Our Background

At Autism Together it is our mission to bring richness and joy into the lives of those on the spectrum. No two people with autism are affected in the same way, so we work with every single individual to help them lead fulfilling and meaningful lives.

We started life in 1968, when a group of forward-thinking parents, concerned at the complete lack of services available for their children, decided to stand up and be counted.

Since then, we have grown and developed into one of the country's leading providers of services for people on the autism spectrum, offering a wide range of residential options and day services. As a highly specialist provider, we recognise that each person has a right to live their life as they determine. Being person-centred is one of our core values and we live and breathe it.

Our highly-trained staff work with each individual to create a shared understanding of their strengths and needs, and to ensure that their preferred way of communicating is respected and implemented by all

staff. Not only do we care for those on the autistic spectrum, we also engage with our community to highlight understanding and awareness too.

Our Autism Champions project trains organisations and employees – from football club stewards to shopping centre staff - in awareness of autism and how they can make small changes to make life a bit easier for the autism community.

3 Our Ethos

Our philosophy remains firmly rooted in a belief that:

We begin with what people can do, not with what they can't do, by listening to the person with autism and acknowledging that they are the expert in their autism.

Our support begins with the person and a shared understanding of what is important to them, and what their strengths and needs are.

Our support approaches are individualised so that staff can communicate in different ways depending on each person's communication needs. Staff are all consistent in the way they use communication strategies with individuals.

People with autism can and do learn and change and our support approaches are focussed on developing lifelong learning.

Our autism strategies help people develop skills by taking into account their communication needs, thinking patterns, social understanding and sensory differences.

No two people with autism are affected the same way and everything we do is person-centred. At Autism Together we work with each individual person to help them overcome or soften the impact of these difficulties, to enable the person to lead a fulfilling and meaningful life.

As a specialist provider of support to individuals with autism, Autism Together recognises that each person has a right to live their life as they determine. In recognising this right we create a shared understanding of each person's strengths and needs, and ensure that the individual's preferred way of communicating these is respected and implemented by all our staff.

4 Our Vision, Ambition & Values

As an organisation our staff, the people we support and trustees have agreed our vision, ambition and our values which we all aspire to.

What is Our Vision?

“Autism Together is a leading specialist provider of innovative services for people who have and who are associated with autism”

What is our Ambition?

“To be recognised as being the best provider of autism services in the country”

What are Our Values?

We promote positive communication

- We will be open and honest in our communication with each other but recognising that there will be times for confidentiality.
- We will listen to others' views and opinions.
- We will share information in a timely manner.
- We should not be fearful of raising legitimate concerns and issues.
- All communication should be professional and courteous.
- We will appropriately and positively use communication tools including email etc, as well as those which are autism-specific.

Everything we do is person-centred

- We are aware that our positive actions affect/promote people's lives.
- We are flexible and take into account people's personal circumstances.
- We are creative in our support of people.
- We include people in everything we do.

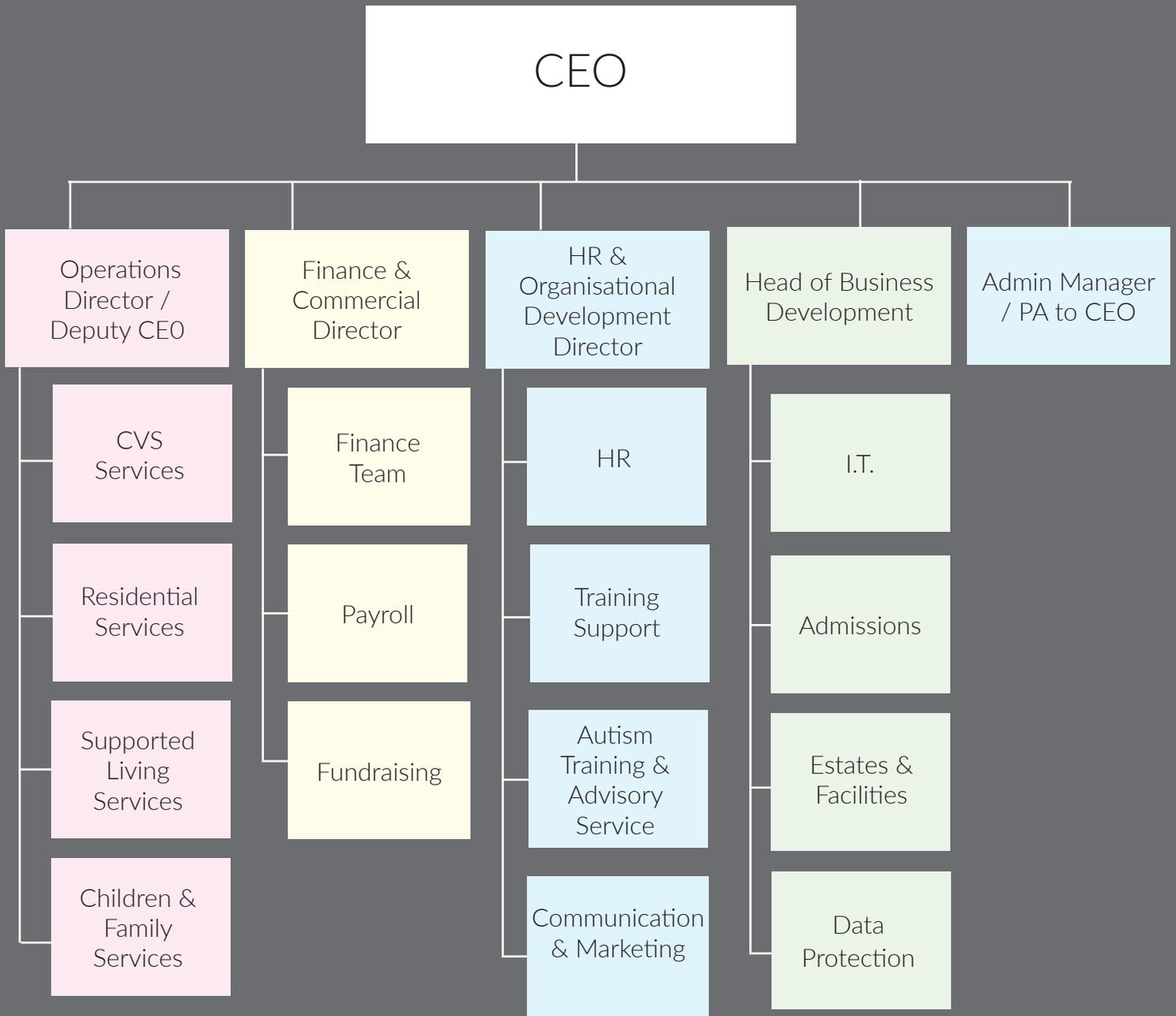
We are an organisation that promotes learning

- We recognise that everyone has the right to be developed and should have equal access to such opportunities.
- We take responsibility for our own learning.
- We create opportunities for learning.
- We respect individual learning styles.
- We seek out new, proven research to support learning.
- We are reflective about our practices; learning from experience.

We are respectful

- We treat everyone within the organisation and those we come into contact with at work with dignity and respect.
- We respect that we all bring different life experiences, culture and knowledge to the organisation.

5 Organisational Structure



6 Billing Officer Job Description

Ensure invoicing in the finance system, and billing within customer portals is completed accurately first time and in a timely manner.

Accountable to: Finance Business Partner

Relationships:

- Critical relationships that need to be managed are:
- Credit Controller, who is responsible for recording income and managing debt
- Finance Business Partner and operations managers in Autism Together who can support accurate billing and invoicing
- Customer contacts where customers use portals

Location:

The Post holder is expected to be based at the Head Office, (Oak House) Bromborough but may be required to work at any location within the company or at home

Main Purpose of the post

Portals

- Where customers operate portals for billing, ensure they are fully understood and operated in an accurate and timely manner
- Ensure queries are logged on the portals and addressed within reasonable time frames
- Where clawbacks are made by customers on portals, work with the Finance Business Partner and the operations managers as appropriate to ensure they are correct. Ensure all adjustments are shared with credit control

Invoicing in the Finance System

- Invoice generation within the finance system applying cost codes and general ledger codes accurately
- Ensure invoicing within the finance system matches billing within portals where the customers use this method
- Where billing is not via a portal, ensure invoices are distributed digitally (except in exceptional circumstances)
- Ensure all invoices are right first time
- Statement production
- Document the payment process for each LA
- Work with Finance Business Partner to ensure annual uplifts are received
- Raise credit notes where required. Corroborate with Finance Business partner for authorisation.

Additional Duties

- Bank cash and cheques
- Count cash income, corroborating to records as appropriate
- Digitise all processes where possible
- Continuous improvement of invoicing/billing processes
- Ad Hoc duties relating to the role

Other:

- To participate in the staff appraisal and supervision programme
- To participate in and contribute to Staff Training Programmes
- To ensure that any matters concerning individual service users and employees are kept strictly confidential to the company
- To carry out any other duties which may be agreed from time to time, in discussion with the Finance Business Partner.
- As with all posts, a high degree of confidentiality is expected at all times. At no time will the post holder discuss the service users, employees or any other matter connected with the Autism Together, outside of the company, unless required to in a professional capacity
- To undertake any other reasonable duties pertaining to this post, which may, from time to time, be specified by the Chief Executive

This is intended as a guide to the main responsibilities of the post, and is not an exhaustive list of duties. This job description is subject to amendment, following consultation with the post holder.

7 Personal Specification

	ESSENTIAL	DESIRABLE	How this can be demonstrated
Experience	Significant experience in sales invoicing		Application
	Excellent communication skills including relationship management.		Application/Interview
	Experience of computerised accounting packages		Application
	Evidence of working to tight deadlines and the ability to self-manage and prioritise		Application/Interview
		Experience working with Local Authorities	Application/Interview
		Experience working with Local Authority portals	Application/Interview
	Experience of process improvement	Experience of digitising processes	Application/Interview
Skills & Knowledge	Numerate		Interview
	Highly organised, demonstrating attention to detail.		Application/Interview
	Excellent verbal and written communications skills		Application/Interview
	IT literate, specifically Microsoft Excel and Word		Application/Interview
	Ability to build strong relationships		Interview
	Confidence to work on own initiative		Interview

8 Terms and Conditions

Salary:	<p>This is a permanent, part-time position The salary will be paid on AT salary scale point 21, currently £8358 per annum based on 15 hours per week.</p>
Hours:	<p>Hours are 15 per week to be worked between Monday to Friday, the hours will be arranged locally. Some evening and weekend work may be required. Attendance at meetings, courses etc. out of normal hours and at locations outside the Wirral may be required.</p>
Annual leave:	<p>Leave is 5 weeks per year plus 8 days statutory bank holidays. One additional days holiday is awarded following completion of 5 years' service and two additional days on completion of 10 years' service</p>
Pension:	<p>Access to a defined contribution pension scheme through NEST with statutory contribution from the organisation..</p>
Sick pay:	<p>Company sick pay scheme, rising to 8 weeks' full and 8 weeks' half pay.</p>
Location:	<p>The post is based at Autism Together. Wirral Centre for Autism, Oak House, 6 Tebay Road Bromborough, Wirral CH62 3PA</p>
Other benefits	<p>Attendance incentive scheme Twice yearly implementation to the tax free cycle to work scheme. Annual leave buy back scheme Access to BUPA counselling services and health care advice Discounts at local restaurants, supermarkets, shops and leisure facilities operated in conjunction with Sodexo</p>