

**Finance And Admin Worker (Resettlement)**

<b>Role Profile</b>			
<b>Job Title</b>	Finance and Admin Wkr	<b>Grade</b> (Office Use)	Admin
<b>Area</b>	Plymouth-based	<b>Team</b>	Resettlement
<b>Reports to (Job Title)</b>	Resettlement Manager	<b>Hours</b>	37 pw
<b>Location</b>	Harwell Centre and working from home	<b>Shift Pattern</b>	Office hours
<b>DBS check required</b>	Y – enhanced		
<p>This role is a finance and admin role for the Resettlement (temporary housing) service to enable Path to move people in and out of temporary housing in a planned way, collecting top-ups, arranging, receiving and recording Housing Benefit, maintaining properties and keeping all appropriate records.</p> <p><b>Resettlement</b></p> <p>Path’s Resettlement Scheme exists to provide additional, flexible accommodation to single homeless people. It is an option for people not yet ready to move into their own accommodation and who mainly have low levels of support needs. This role is part of the housing management team running the Scheme.</p> <p>This Scheme provides temporary accommodation:</p> <ul style="list-style-type: none"> <li>• For people presenting as single homeless in Plymouth</li> <li>• As an alternative to the hostels</li> <li>• Using support provided by other (often the referring) service/s</li> <li>• With visits to each property at least twice each week</li> </ul>			

**Role**

The Finance and Admin Wkr (FAW) role has a few main elements:

- Processing and allocating referrals within the team
- Submitting and monitoring Housing Benefits claims
- Investigating and challenging Housing Benefit payments deemed to be incorrect
- Issuing client rent top-up statements and actively engaging with clients to facilitate payments
- Helping to ensure relevant and accurate information is recorded on the property management system
- Setting up, keeping track of the utility accounts and updating the Central Finance Worker accordingly
- Submitting and monitoring Deposit Guarantee referrals
- Providing timely reports as requested by Path Managers
- Supporting the Resettlement Service Manager and Central Finance to function effectively
- Covering for the Admin Assistant, when necessary

## **Specific Duties / Responsibilities**

### **1. Referrals and allocations**

- The FAW receives referrals and leads on responses, including recording and processing all relevant information
- The FAW also allocates referrals within the team, according to capacity

### **2. Housing Benefit & Client Rent Top-ups**

- Collecting all relevant information and submitting Housing Benefit claims
- Applying for birth certificates and other ID
- Checking that new HB payments are in payment and that awards have come through for the correct amounts
- Checking suspended claims and investigating and addressing reasons (e.g. incorrect closure dates) with HB, Resettlement Team and informing the Central Finance Worker
- Checking deductions from Housing Benefit and informing the Central Finance Worker and Resettlement Team
- Checking the HB portal for any client overpayments and arranging timely repayment to Plymouth City Council
- Raising the paperwork for repayment of client top-ups where applicable; usually when the clients leave temporary accommodation
- Contributing to maintaining records for people placed in temporary accommodation.

### **3. Arrears**

- Chasing top-up rent arrears with support from the team – work with specific team members re their residents
- Setting up payment plans with residents
- Monitoring payment plans and updating spreadsheets
- Keeping a spreadsheet to monitor bad debts on housing benefit and top-ups. The spreadsheet should be continually reviewed and submitted quarterly, after consultation with the Resettlement team and manager, to the Finance Manager (FM) to write off irrecoverable bad debt.

### **4. Client records, inc Property management system**

- Producing rent statements weekly for clients, using mail merge to send to clients' emails
- Being proactive in notifying the Central Finance Worker (CFW) of any anomalies noticed whilst viewing client rent accounts on the property management system (PMS)

### **5. Petty cash**

- Maintaining the Resettlement petty cash tin and systems around banking
- Ensuring cash payments from clients are recorded accurately and promptly
- Ensure all petty cash dockets are authorised in the line with the Charity's financial policies
- Checking petty cash tin every week, reconciling receipts and records
- Banking
- Passing all records to the Central Finance Worker at the end of each month, informing of any discrepancies in cash

### **6. Houses**

- Managing and keeping records of the utility accounts on our properties including switching deals, organising meter readings, querying issues and ensuring direct debits are set up
- Informing the Finance Manager of new account numbers for Council Tax, utilities and broadband when setting up new houses
- Informing the FM of any changes in the values of existing Direct Debits

- Monitoring occupancy and voids across our temporary accommodation. Where rooms are void for in excess of 2 weeks, investigating the reason and informing the CFW. In a case where the room needs repairs, it will be marked as unavailable on the PMS.
- Where relevant, liaising with the Asset Management Lead re houses, eg in terms of utilities or other relevant matters

## **7. Reports**

Supporting the Resettlement Manager and Finance Manager by producing the following monthly reports:

- Debtors
- Occupancy

## **8. Additional tasks**

- Evaluating and developing systems to improve the service
- Assist with providing service stats and other reports as and when requested
- Taking cash payments and recording on relevant spreadsheet and issuing receipts

## **9. General**

- Keeping appropriate records, suitable for formal review and audit
- Other ad hoc duties required to ensure the service runs smoothly
- Participation in staff and other meetings, as required
- Compliance with Path Worker Conditions

## Finance And Admin Worker: Person Specification

Path is looking for someone with excellent administrative skills, with experience and understanding of processing financial transactions and records.

Skill / experience (to address and evidence)	Office use
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• General organisational and clerical skills, inc. ability to type / word process; and ability to work within office systems</li> <li>• Attention to detail and a high degree of accuracy, along with ability to investigate and analyse data when problems arise</li> <li>• Broader p.c. skills, inc use of databases and spreadsheets for recording, monitoring and for producing reports</li> <li>• Experience of utilising formal office procedures and systems</li> <li>• Ability to process invoices and payments in a timely manner and keep relevant records</li> <li>• Experience of liaising / communicating with other staff on professional basis</li> <li>• At least basic understanding of Data Protection</li> <li>• Ability to oversee petty cash system</li> <li>• Ability to work under line management</li> <li>• Ability to work on your own initiative and support others</li> <li>• Commitment to Equal Opportunities and anti-discriminatory working practice</li> <li>• Flexibility</li> <li>• Proven good literacy and communication skills</li> <li>• Enthusiasm for this post and this area of work</li> <li>• Ability to record, monitor and report on own work</li> <li>• 5 GCSEs level C and above; or equivalent</li> </ul>	
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of complying with Data Protection legislation</li> <li>• Experience of using property management software</li> <li>• Experience of financial systems, from invoicing to processing payments and producing reports</li> <li>• Formal IT qualification</li> <li>• Understanding of benefits system</li> </ul>	