



## Income Officer – Cash Allocation

### Job description and person specification

Accountable to: Accounts Receivable Assistant Manager

#### Purpose of the role

To accurately post cash on to the Sales Ledger. Allocate against sales ledger items and identify any queries that may arise within a reasonable time period.

Monitor and report on any unallocated cash, under or over payments and to keep unallocated cash to a minimum.

#### Core duties

- Allocation of cash against sales ledger items ensuring backup paperwork is saved online.
- Chase remittances if not received to allow allocation of cash within a reasonable time period.
- Update notes relating to any payment discrepancies and advise Credit Controller and Billing Officer.
- Liaise with colleagues and 3<sup>rd</sup> parties as appropriate regarding queries to ensure prompt resolution.
- Action cash transfers where required for funds received into incorrect bank accounts and update the payer of correct bank details to use
- Preparation of unallocated cash report highlighting any concerns.
- Process credit card payments and update spreadsheet.
- Posting of cheques to finance system.
- To raise any credit notes and ad hoc sales invoices as instructed and authorised.

In addition to the above the Income Officer is expected to:

- Adhere to our policies, procedures and standards as published.
- Keep information about the people we support, colleagues and the company confidential.
- Undertake other duties from time to time as required by the Income Team Manager.

#### Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In additional to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company’s offices and/or any other locations as is reasonably required.

#### Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
GCSE Mathematics and English (or equivalent)	Essential	Shortlisting
A-level Mathematics (or equivalent)	Desirable	Shortlisting

<b>Experience</b>		
Working in a busy team	Essential	Shortlisting/ Interview
Working in a finance position	Desirable	Shortlisting/ Interview
Has previous invoicing experience	Desirable	Shortlisting/ Interview
Has previous cash allocation experience	Desirable	Shortlisting/ Interview

<b>Skills</b>		
Able to communicate clearly (both on the phone and via email)	Essential	Shortlisting/ Interview
Able to follow instructions and processes	Essential	Shortlisting/ Interview
Demonstrates an understanding of Dimensions' core values i.e. treating all people with dignity and respect	Essential	Shortlisting/ Interview
Able to organise files, folders and documents following guidelines issued.	Desirable	Shortlisting/ Interview
Literacy skills, for example, sending emails to managers and operations staff	Essential	Shortlisting
Can demonstrate good numeracy skills	Essential	Shortlisting
Good computer literacy, for example, using Excel, Microsoft Office and Windows	Desirable	Shortlisting
Is pro-active in their approach to work and able to think outside the box	Desirable	Interview

<b>Knowledge and understanding</b>		
Demonstrate an understanding of simple sums	Essential	Shortlisting/ Interview
Knowledge of the sales ledger	Desirable	Shortlisting/ Interview

<b>Attributes</b>		
Can exercise confidentiality when dealing with financial and personal details	Essential	Shortlisting/ Interview
Ability to work as part of a team	Essential	Shortlisting/ Interview
Understanding of and commitment to Equal Opportunities	Essential	Shortlisting/ Interview
Able to work flexibly and to respond effectively to changes in workload.	Essential	Shortlisting/ Interview
Ability to develop positive working relationships with those involved with Dimensions – including finance managers, service managers and operations directors	Essential	Shortlisting/ Interview
Willingness to undertake training	Essential	Interview