

**Job Description**

**Finance Admin Manager**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

This role is responsible for the management of a small Finance Admin team whose functions include Accounts Payable and Accounts Receivable, Right to Buy (RTB), Right to Acquire (RTA), insurance and posting income on the housing management database. The role also involves managing the contracts database, analysing supplier expenditure and involvement in the procurement of contracts.

**Your Team**

The Finance Team are responsible for providing a full range of financial services to other teams at CGA; these include the preparation of annual budgets, monthly management accounts and the annual financial statements. The team is also responsible for the payment of all invoices, financial reconciliations and the posting of income received to the correct account.

**Your Manager**

This role reports to the Financial and Systems Accountant.

**Your Key Responsibilities**

* To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Oversee and manage the operational delivery of the Finance Admin Team, ensuring effective management of resources to meet performance targets.
* To continually review and make service improvements to all aspects of the team ensuring that the required controls are in place and that the team operates efficiently and effectively.
* Ensure the Accounts Payable Ledger is kept up to date, by ensuring that all invoices are registered and updated and that supplier details are correct. To raise invoices to recover income due to CGA.
* To ensure that the Housing Management Database accurately reflects customer’s rent account payments for all income received, including the monthly reconciling of the Housing Management System to the Finance System.
* To ensure efficient systems are in place for the collection of income by CGA; (allpay, Standing Orders, Direct Debits, Universal Credit, Housing Benefit, DWP, cash and cheques).
* To produce quarterly account statements for all customers.
* To administer the Right to Buy and Right to Acquire schemes, ensuring that CGA’s policy and government guidelines are adhered to.
* To manage CGA’s day to day Insurance arrangements, dealing with all CGA’s insurance claims, liaising with and providing all relevant information to CGA’s insurers, appointed Loss Adjuster and solicitors.
* To assist in managing the contracts database and analysing expenditure by supplier and category.
* To assist the business in the procurement of contracts and the completion of relevant documents in CGA’s Procurement toolkit.
* To liaise with External Auditors as required during the year end process

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives



**Person Specification**

**Finance Admin Manager**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| At least two years’ experience of working in a similar role | ü |  |
| Experience of working with finance systems | ü |  |
| Experience of working within social housing |  | ü |
| Experience of leading, managing and motivating a small team | ü |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Good knowledge of MS Office packages | ü |  |
| Good knowledge of GDPR | ü |  |
| Good knowledge of finance processes e.g. accounts payable, accounts receivable. | ü |  |
| Good knowledge of Right to Buy and Right to Acquire processes |  | ü |
| Excellent verbal and written communication skills, with the ability to relay information to non-Finance colleagues e.g. budget holder reports | ü |  |
| Ability to work to deadlines and prioritise work appropriately | ü |  |
| High levels of attention to detail and accuracy | ü |  |

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| **Your Qualifications and Training** |  |  |
| AAT qualified | ü |  |
| A full driving licence and access to a car with business insurance |  | ü |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ü |  |
| Demonstrate excellent interpersonal and customer service skills | ü |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ü |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ü |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | ü |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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