

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Job Title: Finance Administrator REF: FA0724

Closing Date 14/08/2024 | Interview Date w/c 26/08/2024

If you have not heard from us by 01/09/2024, please assume you have not been shortlisted.

Contents

This pack contains the following sections:

**Our Hospice / Message
Welcome from the CEO**

About the Role

About Us

- Our History
- What We Do
- Our Mission
- Our Vision
- Our Values
- Our Philosophy of Care
- Our Goals

Why Work for Us?

**Equality and Diversity
Commitment**

How to Apply

Job Description

Person Specification



Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Finance Administrator.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 9 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

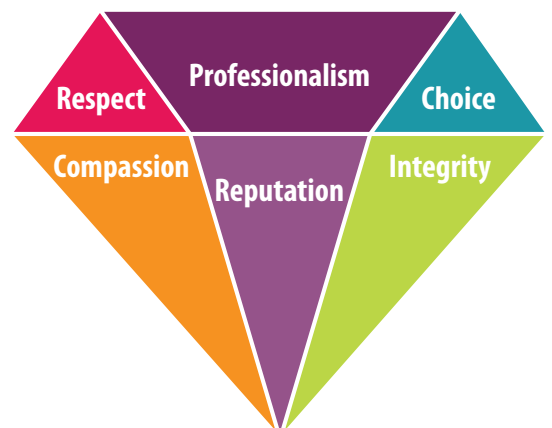
• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

We have an exciting opportunity for an experienced Finance Administrator to join our Finance Team. As Finance Administrator you will be involved in the day to day administration of the Hospice's financial policies and procedures, contributing to the financial controls.

The successful candidate will have a good standard of education including NVQ Level 2 in business administration, AAT Level 2 or relevant accountancy experience. They will be confident using IT and have experience of Sage or other similar accounting packages. They will be organised and able to work on their own initiative as well as working as part of a team.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Marie Baldwin, Finance Manager Tel. No. 0191 374 6191.

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Finance Administrator

Department: Finance

Grade: 3

Responsible to: Finance Manager

Hours: 30-37.5 hpw

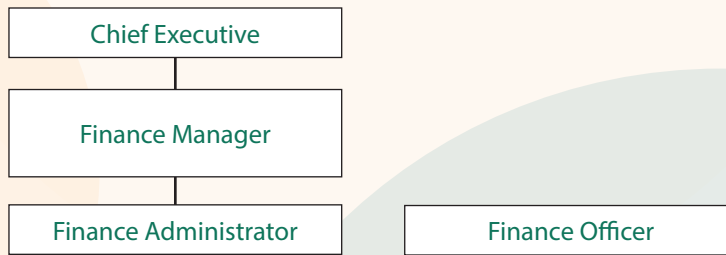
Salary: £22,681 to £23,812

Contract: Permanent

Aim

The implementation of Hospice financial policies and procedures. Contributing to the sound financial control and the achievement of best value and best practice.

Organisational Chart



Key Responsibilities

Communication and relationships

- Report to Finance Manager
- Day to day administration of the Hospice's financial policies and procedures
- Build and maintain good internal communications and relationships across all departments to enable staff and volunteers to comply with Hospice financial policies and procedures.
- Build and maintain good external communications with external parties including suppliers and customers and financial institutions.
- Resolving queries with external suppliers in relation to charges and / or VAT or where details provided are inadequate.
- Liaison with suppliers to review and improve processes, e.g. persuading suppliers to set up online access and to provide more relevant information to assist understanding and analysis.
- Dealing with confidential financial information, bank accounts and personal information.
- Cooperate with other departmental administrators to support the effective operation of the Hospice
- Supervise all of the finance volunteer resources in relation to the Hospice.

Analytical and judgemental skills

- Monitor and report variations from the agreed budget
- Reconcile receipts and payments against bank statements and reporting any variances to Finance Manager
- Ensure consistency of financial analysis e.g. accuracy of coding
- Make judgements involving job related facts or situations, for example checking retail shop income; coffee shop receipts and nominal codes on P.O's.

- Analysis of situations and using judgement to provide potential solutions when key processes / elements of key processes fail, for example payroll; Worldpay card transactions.
- Analysis of information e.g. energy consumption rates.

Planning and organisational skills

- Manage own time effectively to meet payment deadlines and ensure the accuracy and timeliness of financial reporting.
- Checking of key processes and helping to resolve issues and formulate remedial action and plans if necessary.
- Assists in troubleshooting and resolving ledger and budget account issues

Physical skills

- Keyboard skills to ensure speedy processing whilst maintaining accuracy.

Patient/Client Care

- Keyboard skills to ensure speedy processing whilst maintaining accuracy.

Policy and Service Development

- Make recommendations for the development and update of any financial related policies and procedures
- Comply with Hospice policies and procedures

Financial and Physical Resources

- Responsible for ensuring that purchasing and customer records are up to date to enable regular production of Management Accounts
- Manage day to day administration of petty cash and cash float systems
- Coordinate counting and collection of cash received by the Hospice
- Prepares, submits and ensures successful posting of monthly journals prior to accounting month end;
- Credit Control and liaison with Development department regarding overdue debts.
- Handling and writing cheques
- Monitors, controls, and maintains financial activity of accounts. Ensures expenditures are posted to proper accounts. Identifies, researches, and corrects questionable expenditures.
- Ensure swift payment of invoices
- Ensuring there is a valid purchase order available to match against spend and ensuring the correct coding / authorisation.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.

Knowledge Training and Experience

- A good working knowledge of Sage required for specific areas required to fulfil role along with some background in accountancy.
- Knowledge of bespoke systems such as Tradeshift and Worldpay
- A good understanding of how the finance tasks and team fit together to achieve the required deadlines, uses skills and experience to remedy any issues as required.

Human Resources

- Responsible for providing advice and support to new or less experienced employees or volunteers in own area of work
- Attend mandatory training and training courses related to duties of the post ensuring regular updating
- To undertake periodic audit of own work and report on areas of possible improvement.

Information Resources

- Ensure accuracy of information input to Hospice Accounting System
- Production of standard reports from Hospice accounting system
- Prepare information in advance of submission of statutory declarations
- Production of sales invoices, utilising various systems e.g. Tradeshift.

Research and Development

- Continually look for ways to improve the quality of the service one provides to the Hospice, staff and volunteers

Freedom to Act

- Work within established procedures
- The majority of work is guided by financial policies and procedures and is mainly unsupervised. In the rare cases of uncertainty clarification is sought from FM

Effort & Environment

Physical

- The post is office based with little requirement for physical effort except for cash collections
- Frequent requirement to handle large volumes of cash

Mental

- The nature of financial work is such that attention to detail is required. As there can be frequent interruptions e.g. visitors and telephone calls, good concentration and prioritisation skills are essential

Emotional

- There is an occasional requirement to interact with users of Hospice services, their families and carers

Working Conditions

- The post is Hospice based, with rare exposure to unpleasant working conditions
- Some requirement for low lifting and handling
- To more or less continually use a VDU and a keyboard for much of each day for the purposes of communication and work completion.
- To maintain departmental storage and retrieval systems.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Finance Administrator		Grade:3 Department: Finance		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Good standard of general education including GCSE in Maths and English NVQ level 2 in business administration and significant experience within a finance / accountancy environment. AAT up to final year or relevant experience	Application form	NVQ Level 3 in Business Administration AAT Full Accounting Technician qualification ECDL or relevant experience	Application form
Experience	Significant previous experience of working in finance / accountancy. Experience of Finance / Accountancy Administration Confident using computer packages and IT (Word, Excel, Outlook) Previous experience working with SAGE or similar computerised accounts package	Application form/ Interview	Using databases and data input Understanding of banking systems and transactions	Application form
Skills and Knowledge	Excellent communication and interpersonal skills The ability to quickly and effectively identify issues and propose solutions. Problem solving skills – able to adopt a logical and analytical approach. The ability to evaluate and improve procedures. The ability to prioritise workload effectively for several departments The ability to work on own initiative as well as part of a team Good organisational skills	Application form/ interview	Knowledge of Microsoft office, in particular word Knowledge of patient information systems	Application form Application form

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Finance Administrator		Grade:3 Department: Finance		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Personal Attributes	<p>High level of accuracy, the presentation of information and attention to detail</p> <p>Portray a professional image</p> <p>Maintain confidentiality at all times</p> <p>The ability to work under pressure and deal with a wide range of issues from both internal and external customers.</p> <p>Team player – able to utilise skills to improve working relationships with other departments.</p> <p>Remain calm and be diplomatic</p> <p>Flexible approach to working</p> <p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity respect compassion and reputation.</p>			
Special Requirements				

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



St Cuthbert's Hospice,
Park House Road,
Durham, DH1 3QF
0191 386 1170

hello@stcuthbertshospice.com
www.stcuthbertshospice.com

St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF