



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

## **SENIOR FINANCE OFFICER**

### **WORCESTER**

### **£20,138 TO £21,654 PER ANNUM, 35 HOURS PER WEEK**

An exciting opportunity has arisen within our Service Charge Team which administers the service charge calculations for General Needs and Sheltered tenants. Working within a team of four, you will assist with the production of service charge budgets by reviewing transactions, performing reconciliations and preparing journals. This is not an exhaustive list and other duties may also be required.

With a 'can-do', team focused attitude, we are looking for a person who can assist the team in delivering its responsibilities. You should have previous experience of working in a finance department. Experience of reviewing batch transactions and identifying reconciling items would be advantageous. Knowledge of accounting for service charges, Sun, Vision and Northgate is desirable but not essential.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at [www.sanctuary-group.co.uk](http://www.sanctuary-group.co.uk). For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1673.

Closing Date: 5pm on 19<sup>th</sup> March 2012

### **Building Equality and Diversity**

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.





Candidate Information

For

Senior Finance Officer

within

Service Charge Team

**Date: March 2012**

## **CANDIDATE INFORMATION PACK**

### **About Sanctuary**

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

**Sanctuary Care** - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

### **Sanctuary Management Services**

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

### **About the position**

The post will be based at the Group's Head Office at Worcester. Finance provide a group wide service to all parts of the organisation.

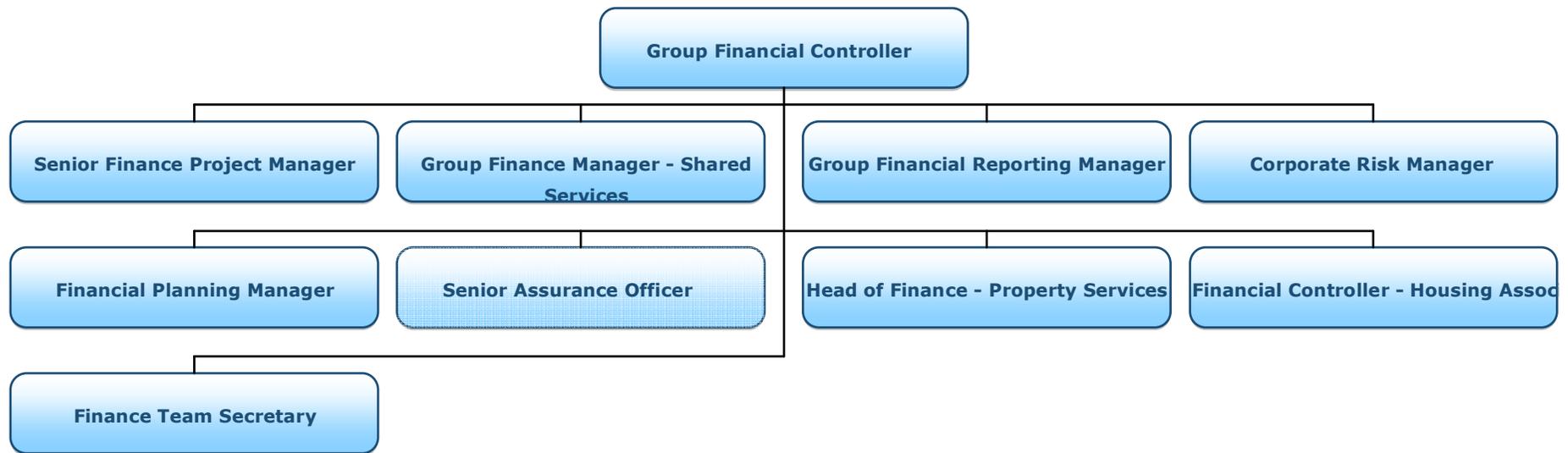
Part of the role will include ensuring compliance with all necessary financial regulations and legislation.

Some key business objectives relevant to this role are:

- Ensure our governance structure continues to be appropriate for the needs of the business and is effective in controlling and monitoring our activities
- Continue to develop risk management and financial modelling techniques ensuring that projected outputs on new business opportunities provide a return that matches the degree of risk involved

There are c168 people in the Worcester Finance team. Please refer to the structure chart on the next page to see where this role fits into the department. The service charge team reports into the Head of Finance – Property Services. This post is responsible for the management of 1 member of staff.

**FINANCE TEAM STRUCTURE CHART**



The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days rising to 31
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

### **Closing Date**

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 19<sup>th</sup> March 2012**. Late applications **will not** be accepted.

### **Interviews**

Unfortunately there is no parking available on site.

***Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.***

**Contact Details**

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Zahir Ahmed** on **01905 334791**

## **Assistance for Candidates**

### **Recruitment Plus**

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

### **The next step**

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

**SENIOR FINANCE OFFICER – SERVICE CHARGES**

<b>Reports to:</b>	
<b>Scope:</b>	<ul style="list-style-type: none"> <li>▪ Office based</li> <li>▪ Frequent telephone and computer use with associated office hazards</li> </ul>
<b>Job Purpose:</b>	To supervise the activities of the team ensuring that the financial records of the organisation meet legal and regulatory requirements.

**CONTEXT**

This job sits within the centralised Group Financial Services department, which is part of the Finance and Resources function, which also includes Corporate Risk, Legal Services, Business Information and IS departments. The Group Finance team is responsible for the provision of financial and management accounting services, financial analysis, commercial decision support, preparation of annual budgets, treasury, tax and VAT management for the Group.

The job sits within the Financial Reporting team within the Financial Services function based in Worcester. The department is responsible for the production and interpretation of financial performance information to enable informed decisions to be made. The team is responsible for ensuring the production of Group statutory and financial accounts, including corporation tax and VAT returns and providing specialist advice on accounting issues to ensure the integrity of accounting entries. The team also manages the forecasting and budgeting processes for the Group.

The job holder will assist in key income administration procedures and controls for the Group which provide assurance that income is accurate and complete. This includes the accuracy of data stored in financial and operating systems used for both internal and external stakeholders and regulators. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will ensure that health and safety and welfare issues are communicated effectively and promoted within their area of responsibility and that staff fully understand their responsibilities for and fulfil their duties in accordance with the Group policy and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

**KEY ACCOUNTABILITIES**

1. Provide accurate and timely financial information, reports and advice that meet customer requirements to support the monitoring of financial performance against agreed budgets.  
*Measure: Information provided to agreed timescales and in an easily understandable format, quality of information*
2. Maintain effective financial systems whilst operating within appropriate financial policies and procedures to ensure accuracy of information and compliance with budgets.  
*Measure: Consistently works within appropriate policies and procedures in support of organisational objectives, system accuracy*
3. Provide an effective administration service ensuring workloads are manageable in line with operational business requirements, recommending and implementing process improvements as appropriate.  
*Measure: Feedback, efficiency of service, improvements, accuracy of work*
4. Support the reconciliation of accounts to ensure income/expenditure is appropriately accounted for and data accurately recorded identifying any potential issues for resolution.  
*Measure: Accurate accounts produced, feedback on support provided*
5. Assist in the recruitment, performance management and development of quality staff to ensure required skilled staff available to meet business needs for delivering financial compliance.  
*Measure: Feedback, staffing issues resolved effectively, availability of skilled staff*

**Job Reference: CFI7n**

6. Communicate effectively and maintain good working relationships with internal and external customers, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately, including investigating and responding to complaints as appropriate.

*Measure: Service standards met, customer feedback, problems resolved efficiently*

**RESOURCES**

<b>Finance</b>	Supports the financial management for the Group's Social Housing and Property Services business with a turnover of c£250m and cost base of c£110m
<b>Staff</b>	Direct report – up to 4 direct reports
<b>Other</b>	Group wide service provision

**PERSON SPECIFICATION****Competencies**

<b>Adaptability</b>	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
<b>Communicating and Influencing</b>	Takes single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
<b>Continuous Improvement</b>	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
<b>Customer Service</b>	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
<b>Decisiveness</b>	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
<b>Problem Solving</b>	Understands problems by linking different aspects (e.g. A leads to B) or by recognising similarities/differences with problems experienced before.
<b>Leadership</b>	Provides team members with basic information and or guidance as required by own manager or job profile.
<b>Developing Others</b>	Gives short-term task related instructions or helpful suggestions to support development.
<b>Managing Performance</b>	Delegates tasks making needs and requirements clear and tracks progress against performance measures.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Attainments</b>		
<ul style="list-style-type: none"> <li>▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE)</li> <li>▪ AAT qualified or knowledge and experience at an equivalent level</li> </ul>	√	√
<b>Work Experience</b>		
<ul style="list-style-type: none"> <li>▪ Recent experience of undertaking a similar role</li> <li>▪ Working knowledge in the use of financial systems</li> <li>▪ Working knowledge of financial regulations, legislation and current practice</li> <li>▪ Proven experience of working to deadlines and prioritising work loads</li> <li>▪ Some experience analysing and diagnosing problems and implementing effective solutions</li> <li>▪ Some experience in supervising staff</li> </ul>	√ √ √ √	√ √ √
<b>Skills</b>		
<ul style="list-style-type: none"> <li>▪ Good negotiation and presentation skills</li> <li>▪ Good communication skills including clear written and spoken English</li> <li>▪ Good interpersonal and customer care skills</li> <li>▪ Ability to extract and interrogate data from computer systems</li> <li>▪ PC literacy               <ul style="list-style-type: none"> <li>Basic Microsoft Word or similar</li> <li>Intermediate Microsoft Excel or similar</li> <li>Basic knowledge of financial systems e.g. SUN</li> <li>Experience in the use of V5 Housing systems</li> <li>Email and internet communications</li> </ul> </li> </ul>	√ √ √ √ √ √	√ √