



We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

ASSISTANT MANAGEMENT ACCOUNTANT

WORCESTER

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

Reporting to the Finance Manager, you will provide a quality management and financial accounting service to Directors and senior staff within the Group.

With a strong finance background and knowledge gained either through experience or qualification, you will have responsibility for the financial management of various business accounts. Duties include the production of periodic management accounts, annual budgets, period end accruals and reconciliations, alongside liaising with managers on a range of financial issues.

Working in a fast-paced, commercially focused environment with the latest technology, you will utilise your strong systems, communication and analytical skills. In return you can be assured of plenty of support and the very best training

Our excellent benefit package 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. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SC3208.

Closing date: 5pm on 30th March 2012

Building Equality and Diversity.

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

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.



**INVESTORS
IN PEOPLE**



Role Title	Assistant Management Accountant
Reporting to	Finance Manager
Role Purpose	To co-ordinate the activities of the team ensuring that financial records of the organisation meet legal and regulatory requirements

Key Result Areas <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	Key Elements <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	% Time <small>(Current priority for each KRA)</small>
Manage Staff Manage staff to ensure optimum individual/team performance	<ul style="list-style-type: none"> Recruit develop and train quality staff Motivate staff to achieve agreed targets and deadlines Communicate with staff through regular briefings Manage and monitor staff performance Deploy available resources in the most cost efficient and appropriate way 	
Service Delivery Ensure a responsive, quality service is delivered	<ul style="list-style-type: none"> Co-ordinate and monitor team administration Implement effective administration and financial systems Provide statistical and other information when required Co-ordinate and maintain relationships with internal and external customers Deal with difficult / complex queries from customers Ensure all staff deliver a quality service through effective liaison with other departments and offices 	
Accounts Administration Ensure accurate accounting records for the section	<ul style="list-style-type: none"> Enter, check and balance complex transactions Monitor performance against agreed budget Implement and maintain financial models to ensure compliance with the organisations policies and procedures Produce quality financial information when required 	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> • Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others <i>Listen to the needs of others and convey information clearly and accurately</i>	2	<ul style="list-style-type: none"> • Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	2	<ul style="list-style-type: none"> • Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> • Understand how actions impact upon the quality of customer service • Think from the customer's perspective; show empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> • Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies <small>(Role-specific competencies are those Competencies which may apply specifically to the role)</small>	Level <small>(The levels indicate the performance expected in this role)</small>	Indicators of Expected Performance <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
Create and develop new ideas <i>Continuously look for new solutions and innovative ways to improve working methods and procedures to carry organisation forward</i>	1	<ul style="list-style-type: none"> • Question the status quo and make suggestions for improvements • Be able to see things from different angles and offer workable solutions • Actively contribute ideas and suggestions • Display an enquiring mind • Accept constructive criticism of ideas and bounces back positively
Make decisions and implement solutions <i>Reach decisions to resolve problems</i>	1	<ul style="list-style-type: none"> • Make realistic, workable and timely decisions and know when need more time to make the decision • Be aware of the consequences/knock on effects of decision/problem • Accept could get it wrong • Be able to identify, describe and define the problem • Prepare to make the decision/solve the problem, seeing it through accepting full ownership • Engage in meaningful consultation and check all facts before making the decision
Plan and organise effectively <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i>	2	<ul style="list-style-type: none"> • Recognise restrictions of time and other resources • Know when and what to delegate • Set deadlines and short term goals for self / team • Estimate resources required accurately; identify availability and use time, money, people effectively • Use appropriate resources to maximum effect • Ensure action points are allocated and followed through

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)

Job-related skills, knowledge and/or experience for the role:

- Understanding of double-entry book-keeping
- Experience of complex financial reconciliations
- Able to interrogate and extract data from the computer system
- Able to interpret computerised information and documentation
- Minimum 2 years experience in relevant finance field

Relevant technical, vocational or educational qualifications for the role:

- Studying towards BTEC, AAT or equivalent qualification

Knowledge of software packages:

- Computerised accounting package
- Basic knowledge of Microsoft Word or similar
- Intermediate knowledge of Microsoft Excel or similar

Staff management skills/experience

- Evidence of achievement in directly managing staff (12 months minimum)

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Association's Induction Programme (including Equal Opportunities) attended
- Local Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training

12 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange						
2	Agreeing and Interpreting			✓		✓	
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Office based, frequent computer use.