

Job Description

1 Job Details

Job Title:	Invoice Processor CHC / NCA
Band:	Band 3
JE Reference:	To be assigned by Corporate HR once evaluated
Team:	Finance Solutions
Location:	St Johns House, Leicester, or Cardinal Square, Derby
Responsible to:	Finance Assistant

2 Job Purpose

Arden & GEM is contracted to provide a range of Finance support to multiple Healthcare organisations. The Finance Solutions team is a customer facing team with a focus on delivery of operational finance.

The CHC/NCA Finance Assistant will be responsible for coding and validating a range of healthcare and continuing care service provider invoices for payment processing, dealing with contractor queries and providing related performance information to ICBs.

3 Structure Chart



4 Core Duties and Responsibilities (Key Result Areas)

Maintenance of database, recording all claims/invoices received (and processed) in respect of:

Continuing Healthcare
Personal Health Budgets
AQP payments to acute and private contractors
Non Contract Activity payments to Non NHS providers
Primary Care “collaborative” arrangements with Local Authorities
Refund of patient travel costs
Any other healthcare payments requiring validation against database

Validation of claims/invoices received to ensure compliance with agreed contracts, regulations and guidance so ICB's only incur cost that is accurately billed.

Ensuring that all contract, regulation and guidance documentation is kept up to date.

Preparation and coding of appropriate payments documentation.

Resolving queries regarding payments claimed/invoiced.

Updating ICB financial ledgers.

Provision of financial analysis and preparation of reports for client ICBs regarding claims/invoices received and payments made.

Working within the Controlled Environment for Finance to process claims potentially including patient detail, ensuring this is handled within Data Protection guidelines.

Provision of support in forecasting of monthly and year end outturn positions.

Provide cover for and assistance to other members of the Financial Services Team at times of peak workload and staff absence.

Support further development of systems and process controls.

Work with other members of the Arden & GEM Financial Solutions Team to deliver an efficient financial service to all customers.

Communicate information regarding claims, regulations, contracts etc. to finance and non-finance personnel in appropriate ways. This may include MS Teams or telephone discussions and e mails with contractors and Suppliers regarding non-payment, incorrect or late payment, or other sensitive issues.

Work closely with clients, NHSSBS, colleagues from other Financial Solutions sections, staff in other departments and colleagues from other organisations, to resolve problems and queries regarding payments and account balances.

5 Effort and Environment

All job descriptions should include information on:

Physical effort

- Light physical effort

Mental effort

- Maintains a high level of concentration and accuracy when inputting data, checking information, regulations and guidance and making calculations.
- Able to concentrate for long periods on specific tasks despite interruptions.

Emotional effort

Occasional exposure to emotional circumstances when dealing with patient related cost re-imbursement, may come in to very occasional contact with patients via phone or on email. **Working conditions of the post**



- Office Based, VDU Use.

6 Supplementary Duties & Responsibilities

Workplace values

Employees will need to demonstrate, understanding and apply our workplace values within their role. This is embedded as part of our appraisal and personal development processes.

icare

 Invest in our people	 Creative in our solutions	 Ambitious	 Responsive to needs	 Excellence in delivery
<ul style="list-style-type: none"> • Develop & support • Treat everybody with respect • Value other peoples contributions • Support one another • Celebrate the diversity of our workforce • Be a role model 	<ul style="list-style-type: none"> • Think differently • Innovate • Empower • Set standards • Embrace change 	<ul style="list-style-type: none"> • Determined • Desire to succeed • Aspire • Celebrate success & learn from experience • Tell the truth 	<ul style="list-style-type: none"> • Alert • Aware • Flexible • Listen to people (don't talk over them) • Act with integrity at all times 	<ul style="list-style-type: none"> • Deliver on our promises • Add value • Exceed customer expectations • TQM – get it right first time • Beat deadlines (don't miss deadlines) • Be on time (not late) • Ask myself: "Is the contribution I'm about to make helpful?"

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract

Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the

requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Safeguarding

All employees have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). They must be aware of local child and adult protection procedures and who to contact within the CSU for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Data Protection and Confidentiality

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of patient, client and staff records.

Smoking and Health

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider and as an employer.

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

Clinical Supervision

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Person Specification

Post Title: Invoice Processor

Team: Finance Solutions

Band: 3

Base: Leicester or Derby

Criteria	Essential	Desirable	Stage Measured at: A – Application I – Interview T – Test P – Presentation
Education / Training / Qualifications	GCSE Mathematics and English or equivalent	AAT Intermediate	A
Experience	Substantial experience of working in a financial services environment to demonstrate skills and abilities have been applied and embedded. Experience of financial services /payments processing/use of ledger systems.	Experience of working within an NHS organisation. Experience of working with Oracle.	A / I
Workplace Values	Ability to demonstrate, understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values as part of the application process.		
Skills / Abilities	Able to analyse and interpret financial regulations and guidance and apply to claims/invoices received. Able to carry out detailed financial analysis to investigate queries, identify errors and discrepancies. Able to plan own workload to ensure compliance with monthly, quarterly and annual financial processing timetables.		A / I

	<p>Able to quickly and accurately input financial data into ledger systems</p> <p>Able to produce and manipulate data in spreadsheets to intermediate Excel standards.</p>		
Knowledge	<p>Knowledge of financial accounting systems and processes e.g. purchase ledger and general ledger.</p> <p>Knowledge of ledger control processes.</p>	Knowledge of NHS contractual payments regulations.	I
Interpersonal Skills	<p>Ability to develop successful working relationships with staff at all levels</p> <p>Excellent communication skills to deal with a range of clients, patients and contractors (both inside and outside the NHS).</p> <p>Strong analytical skills in order to interpret claims data, regulations, guidance and contracts and the ability to give advice on the financial implications.</p> <p>Ability to stay calm when working to deadlines.</p>		A / I
Special Aptitudes	<p>Awareness of equality and valuing diversity principles</p> <p>Understanding of Confidentiality and Data Protection Act</p> <p>Understanding of Confidentiality & Data Protection requirements.</p> <p>Capable of working without close supervision.</p> <p>Self-motivated.</p>		I

	<p>Ability to deliver timely and accurate information to tight deadlines.</p> <p>Ability to work effectively within a team.</p>		
Circumstances/ Flexibility		Occasional work outside core hours may be required.	I

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate