

## ACCOUNTS RECEIVABLE APPRENTICE JOB DESCRIPTION

<b>Job Title</b>	Accounts Receivable Apprentice
<b>Grade:</b>	Band 2
<b>Hours:</b>	Full-time
<b>Responsible to:</b>	Credit Control Manager
<b>Place of work/base:</b>	Shrewsbury Business Park
<b>Job Purpose:</b>	<p>Develop the required skills, knowledge and behaviours with training, support and the necessary supervision and guidance to fulfil the requirements of the role.</p> <p>The raising of invoices and credit notes in respect of income due to the Trust in line with departmental policies and procedures.</p> <p>Dealing with subsequent enquiries from debtors arising from the above and seeking to resolve them satisfactorily.</p> <p>To successfully complete a level 3 Assistant Accountant Apprenticeship to include an Association of Accounting Technicians qualification (see <b>Apprenticeship Levy access to funding rules</b> below)</p>

### Principle duties and accountability

- 1 Timely and accurate raising of invoices and credit notes using the Trust's computerised Accounts Receivable system in accordance with departmental procedures and monthly reporting timetables. This involves significant data input from standard forms and will frequently require the postholder to display initiative in dealing with inaccurate/incomplete data contained on completed request forms on such matters as billing addressed, financial coding and VAT liability.
- 2 Generating system standard reminder letters in line with prescribed credit terms in order to follow up the above.
- 3 Filing invoice backup in a logical and meaningful way.

- 4 Being the first point of contact for patients and members of the Trust/public in respect of queries arising from invoices raised. This will usually be by telephone but may also take the form of a direct visit to the department. Seeking to resolve queries satisfactorily in the first instance and where unable to, referring debtor to an appropriate alternative offer/manager of the Trust.
- 5 Assisting with the opening and distribution of daily post as required and in line with departmental timetable and procedures.
- 6 Maintaining an effective working relationship with other individuals of the Finance Directorate, other officers of the Trust and members of the public.
- 7 Maintaining an established storage system so that data and associated documentation is easily found and readily available.
- 8 To take responsibility for own training and development to be able to achieve the qualification within the specified timescale, seeking support and advice from colleagues to develop the skills required within the role.
- 9 To ensure the Health and Safety regulations are adhered to within the area of responsibility for both staff and equipment.
- 10 To ensure that Security Policy Code of Conduct Regulations are adhered to.

#### **HEALTH & SAFETY**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

#### **INFECTION PREVENTION AND CONTROL**

The prevention and management of acquired infection is a key priority for the Trust.

Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## **PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **SOCIAL RESPONSIBILITY**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **OTHER**

- To undertake any other such duties within their level of competence as may be required by the Deputy Director of Finance.
- To contribute to corporate management groups and to corporate strategy, and undertake specific projects as required.
- To ensure all Trust Policies and Procedures are adhered to and make recommendations on their amendment where necessary.
- It should be noted that the Finance Manager posts within the operational Finance team are interchangeable and that team roles and responsibilities are flexible in order to meet changing needs of the service and individual development needs.

**This job description is a summary of the main responsibilities of the postholder and is not intended to be an exhaustive list of duties to be undertaken. The duties will change and develop in line with organisational needs.**

## **Apprenticeship Levy access to funding rules**

An Apprentice:

- Can be any age post full-time education 16+,
- Cannot already be on an Apprenticeship or any Government funded training,
- Cannot have a qualification at the same or higher level in the same vocational area. There needs to be significant new learning.
- An employment contract with the Trust which extends beyond the identified end date for the Apprenticeship.
- Needs to be eligible for funding by living in the UK for 3 years or more or fits criteria in funding rules :

*Has been a UK resident for 3 or more years.*

*Or*

*Meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document:*

[Apprenticeship funding rules 2023 to 2024 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)