

Centre for Independent Living NI

Accounts and Administration Assistant (Full-time)

Recruitment Pack

June 2018

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1. Acting Chief Executive's introduction

Thank you for your interest in joining the team at the Centre for Independent Living NI (CILNI). CILNI is an organisation supporting disabled people in their independent living choices and in particular provides a range of services for people using or considering using Direct Payments / Self Directed Support.

CILNI operates a regional information and advice service on independent living as well as a number of other services including a payroll service for over 1,900 clients who employ their own personal assistants.

We are currently seeking a full-time Accounts and Administration Assistant to join our small operations team in Belfast. In addition to working on client accounts, the successful candidate will support our payroll service on invoicing and through direct engagement with payroll service users.

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you. We would especially encourage applications from disabled people.

Come and be part of something exciting.

Best wishes

Bryan Myles
Acting Chief Executive

2. About the Centre for Independent Living NI

We work together to enhance independence.

Our vision is to create a world where disability is not a disadvantage, as envisaged by the social model of disability.

Our mission is to deliver a range of quality services, which meet the needs of disabled people in Northern Ireland in a manner which facilitates their right to independent living in an inclusive society

Our five values how we work

- *Teamwork* - providing support to one another, working collaboratively and co-operatively, respecting one another's views and making our work environment an enjoyable and rewarding place to work
- *Excellence* - always striving for excellence and quality in everything we do
- *Commitment* - working with urgency and commitment to achieve best possible outcomes for members, clients and the organisation
- *Professionalism* - at all times acting with integrity and expertise, providing a quality service and being reliable and responsible

CILNI in numbers

- We have been operating for 16 years
- We dealt with over 8,500 enquiries to our information and advice service in 2017/18
- We have over 1,900 payroll service clients across Northern Ireland
- We are governed by a board directors selected from the CILNI membership
- We employ 28 staff across Northern Ireland
- We have four offices; our head office in Belfast with other offices in Armagh, Magherafelt and Omagh
- Our annual income in 2017/18 was around £700,000

3. Job description

Role: Accounts and Administration Assistant

Accountable to: Chief Executive

Hours per week: 35 hours

Annual Leave: 20 days per year plus public holidays

Location: CILNI Northern Office, (Belfast)

Job Purpose

1. To contribute to the effective management and administration of finance within CILNI by getting the finance owed to CILNI by service users.
2. To provide an effective customer focused support to service users to ensure that all queries are dealt with in a timely manner.
3. To ensure that correspondence between accounts and payroll service is handled efficiently and effectively.

Main Responsibilities:

- To help the finance team to manage service users accounts receivable
 - set up and maintain service users files
 - contact service users when payment is overdue
 - set up repayment plans
 - process payments
 - send letters to service users if debts are not paid within an agreed time
 - complete closure of service users files
- To ensure that information from payroll service users is received in a timely and accurate manner
- To ensure that all invoices to service users are processed regularly and accurately by the agreed date
- To ensure timely and accurate entry of all financial information onto the financial system
- To work with other members of the operations and payroll teams to respond to queries from staff or service users in a timely manner
- To reconcile service users' accounts on a regular basis ensuring that any discrepancies are investigated and resolved
- To assist management with aged debtors and credit control monitoring
- To ensure all policies and procedures regarding financial management i.e. debt control etc. are adhered to
- To provide reception and telephone cover for the Administrator
- To take responsibility for own learning and development, and actively participate in available learning opportunities
- Any other duties conducive to the effective operation of the post and deemed to be within the post-holder's competencies

4. Person Specification

This role requires most, if not all, of the following and/or the potential to acquire the relevant experience and skills. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Educational and/or Professional Attainment

- Foundation level finance/accountancy qualification or 1 years' experience in a financial or accountancy role if do not possess relevant qualification.

Experience

- Experience in a computerised accounting environment
- Experience in use of Microsoft Office packages especially Word, Excel and Outlook
- Working knowledge of using Sage accounting software

Knowledge and Skills

- Excellent self-management skills and the proven ability to meet deadlines and targets
- Excellent numeracy skills
- Excellent communication skills at all levels
- Accurate and detail conscious
- Ability to work both independently and within a team

Other

- High degree of discretion and confidentiality
- Flexible and co-operative approach to work
- Commitment to equal opportunities and CILNI ethos

Disabled people who are unable to hold a licence should be able to demonstrate how they will meet the mobility requirements of the job.

5. Summary terms of appointment

Contract Type

This is a permanent position with six months' probation.

Location

The normal place of work is CILNI's office in Belfast.

Contracted Hours

35 hours per week, excluding lunch breaks. Office opening hours are 9am - 5pm.

Salary

£15,500

Pay date

By the last day of each month.

Pension

The employer's pension contribution is three per cent of annual salary

Summary of Benefits

- 20 days paid leave per annum and 1 extra day per year of service up to a maximum of 25 days (pro rata)
- 11 days paid bank holiday leave per annum (pro rata)
- Occupational sick pay scheme
- Employer funded health plan (under review)
- Free on-site car parking

6. Application Process

Tips on Completing the Application Form

- Make it easy for us! When we read your application we are looking for evidence that you have the skills and experience listed in the **person specification**. We read your application carefully but it makes it much easier for us if you set out your evidence as clearly as you can in the supporting statement section of the application form. You can do this by taking each element of the person specification and providing a few sentences under each to explain how you meet that particular requirement.
- Spell it out. If you say for example that you have been a training co-ordinator we cannot assume you have the skills to deliver training. You might have booked people onto the course. You need to say that you have delivered particular training courses to whom and in what circumstances.
- Give evidence rather than assertions. A statement “I am a great communicator” is not evidence. The following statement is better: “When I was working at [job] I had to explain [subject] clearly and simply to clients. Client feedback showed that they understood what I told them and valued my style”. That way we can see more clearly what you think good communication is and how you know you are a good communicator.

Application Form

If you would like to apply for this position please note the following information.

- Application forms will only be considered if they are word processed.
- Handwritten application forms will not be accepted.
- All sections of the application form must be completed in full and all information which is sought must be provided.
- Application forms received after the closing date will not be considered.
- CV's will not be accepted.
- Canvassing will disqualify.
- Evidence of educational and professional qualifications will be examined prior to appointment. If any of your qualifications are 'equivalent to' those stated on the Person Specification please provide evidence to show that your qualification is equivalent (i.e. examining body confirmation).
- Completed application forms should be submitted to vivienne@cilni.org or to the CILNI office in Belfast. Contact details are on the front page of the Information Pack. If returning applications by email typing your name in place of the signature is acceptable.

Reference Checks

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. Referees may be approached if you are shortlisted for interview, unless you specify otherwise.

Equal Opportunities Monitoring Form

- Please return the Equal Opportunities Monitoring Form with your application.

- We request this information to help us promote equality of opportunity in employment for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

Vetting

Please return the Criminal Records Check Consent Form with your application. The successful applicant may be required to complete an Access NI check prior to the confirmation of appointment. Please be advised that the Centre for Independent Living adheres to the Access NI Code of Practice.

Interview Process

- Closing date for applications is **Monday 25th June 2018**

Candidates invited to interview should let us know immediately if they have any special requirements.