**What’s it all about**

**Team Leader- Accounts Receivable & Rents**

**> Finance > Finance Operational Hub**

As a Team Leader for Accounts Receivable & Rents you will provide leadership and guidance to a team of finance officers, ensuring accurate and timely processing of all income received in relation to rental income and sales ledger income.

You will be the escalation contact for the Senior Finance officer to ensure the delivery of a top-class seamless service.

**How you’ll make a difference**

By overseeing the financial processes, you will be responsible for maintaining compliance and managing the daily operations of the accounts receivable function.

**How you’ll do it**

• Leading and guiding the accounts receivable and rents team, you will train, assign tasks and monitor the team’s performance in a collaborative and positive environment.

• Oversee the accounts receivable team, ensuring timely and accurate processing of customer invoices, credit notes, and payments, ensuring adherence to procedures and financial regulations.

• Ensure all rental income and Housing Benefit payments are allocated to resident’s accounts and posted onto systems accurately and within strict deadlines. Investigate and correct anomalies and ensure all payments are fully compliant with financial regulations.

• Perform monthly reconciliations of various financial accounts, such as bank and balance sheet accounts, including identifying and resolving discrepancies and irregularities providing resolution or escalation as appropriate.

Prepare KPI reports for senior management and review the weekly team PI’s with the Senior Finance Officer.

•Ensure queries and adjustments are actioned within agreed SLA’s.

• You will address enquiries escalate to you for internal and external stakeholders, resolving disputes ensuring escalation where appropriate.

• Establish and maintain a culture of service improvement, supporting staff to ensure strict deadlines are met.

• Provide relevant senior level advice and guidance as required.

• Ability to manage, develop, appraise and performance manage staff to ensure they are fully motivated to achieve best performance and provide continuous improvement across the function.

• Provide insights and recommendations to management based on analysis of financial data.

• Ensure compliance with relevant internal controls. Assist in audits and provide necessary documentation as requested.

• Establish and maintain credit policies and procedures.

• Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

• Hybrid arrangements - at **least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.

• Deputise for the Finance Operations Manager AR

• Lead the team and be the super user for the AR function within Microsoft D365.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate
* Progressive
* Dependable
* Inclusive
* Empowered

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please refer to the framework. [Values and behaviours - Milo (nhg.org.uk)](https://milo.nhg.org.uk/page/15213?SearchId=10314734) This role is at **manager** level.

This is a people manager role. Please refer to our people manager standards. [People manager standards - Milo (nhg.org.uk)](https://milo.nhg.org.uk/page/15227?SearchId=10314740)

**Essential knowledge, experience and skills including qualifications and professional membership**

* Part/fully qualified CCAB desirable or qualified by experience.
* Proven experience in accounts payable role essential, with some experience in a supervisory or leadership capacity.
* Proficiency in using accounting software and MS Office applications, particularly Excel.
* Excellent attention to detail and accuracy with strong analytical and problem-solving skills.
* Effective communication and interpersonal skills (both written and oral).
* Capability for analysing complex data, presentable for senior management.
* Ability to work independently and meet deadlines.
* Ability to lead and motivate a team.