

## Ruils

### Job Description

<b>Job Title:</b>	Managed Accounts Administrator, Wandsworth
<b>Responsible to:</b>	DP Support Service Manager, Richmond and Wandsworth
<b>Salary:</b>	£23,000 - £27,000 (depending on experience)
<b>Pension:</b>	Employer contribution
<b>Hours:</b>	Full time (35 hours per week)
<b>Based:</b>	Wandsworth Office

### Introduction

Ruils is a charity that supports disabled adults, people with long term health and mental conditions to live independently, be part of their community and to live life to the full. We provide information, advice, practical support, befriending and accessible activities to our clients and their families. We enable individuals to have choice and control over the way in which they get their support.

We run the Direct Payment support service in Richmond and Wandsworth Boroughs. This enables people to employ their own care staff. Some clients want the choice and control this brings, but do not wish to manage the money. We manage the money on their behalf. We monitor client accounts, pay invoices, check budgets and produce monthly statements and quarterly reports.

### Purpose of Post

To enable people who are unable to or do not wish to manage their Direct Payment monies to have the flexibility, choice and control over their care and support that Direct Payments brings. To enable this, you will administer and manage budgets and accounts on behalf of Direct Payment recipients, working alongside DP teams at Ruils and within the Council.

### Key Duties and Responsibilities

At Ruils we work at the person's pace and to their agenda. This service takes the stress of administering payments away from clients enabling them to enjoy the benefits of Direct Payments without having to worry about paying bills and managing money.

#### Managed Accounts Service:

To deliver an efficient and accurate managed account service which includes:

- Checking and logging invoices on a spreadsheet each week,
- Prioritising payments depending on payment terms,
- Checking invoices with client or representative if specified,
- Keeping a log of when invoices have been paid,
- Compiling and sending out a monthly statement to the client,
- Recording client information on our database,
- Completing a Quarterly spreadsheet showing spend on each account, calculating surpluses, making return payments and reporting outcomes to the council.

- Checking accounts on a regular basis to ensure that people are using their Direct Payment funds appropriately and flagging any issues to the team or social services when they arise,
- Liaising with social work teams and the council about the status of client's accounts,
- Supporting the team to check the employment status of carers who are invoicing as Self-Employed,
- Keeping a log of clients who have additional support costed into their budgets e.g. respite care,
- Making payments to direct employees and HMRC from managed accounts,
- Supporting the Direct Payment Payroll administrator at some times of the day and month with enquiries and processing payroll when required,
- Where clients pay a contribution towards the costs of their care, the post holder will:
  - Check that contributions have been paid and that payments correlate with the contribution information provided by social services.
  - Complete the Contributions log and send to the council on a monthly basis
  - Chase any outstanding contributions
  - Support clients to complete Standing Order forms where appropriate
  - Flag any issues with the team / social services.

**General Duties include:**

1. Supporting the Direct Payments team with payroll enquires and extra support at busy times
2. Dealing with any enquires received in an efficient and timely manner

**Ruils Culture**

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients

- supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

### **General**

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled people to be independent and to create opportunities that enable them to have choice and control over their care and support.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

The post-holder will:

- Promote the work of Ruils;
- Be self-servicing and will maintain efficient files and records and record on the Ruils database;
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend and contribute to Ruils Planning Days and events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.

We actively encourage applications from disabled people and people with long term health and mental conditions.

We operate a Guaranteed Interview Scheme in that we will guarantee an interview to all disabled applicants who meet the essential criteria for the post. Please state in a cover letter if you wish us to consider you for this guaranteed interview scheme.

**Person Specification – Managed Accounts Administrator**

	<b><i>Tested through Application Form</i></b>	<b><i>Tested at Interview</i></b>
<b>Education, Vocational Training &amp; Qualifications</b>	1. Good standard of education	
<b>Experience</b>	2. Experience of working with figures and providing financial information. 3. Customer service experience	Excellent IT skills (especially Excel)
<b>Knowledge &amp; Understanding</b>	4. Understanding of financial systems and basic accounting.	Understanding of Direct Payments
<b>Skills &amp; Abilities</b>	5. Excellent administrative Skills. 6. Ability to patiently deal with enquires 7. Attention to detail. 8. Ability to work under pressure, in stressful situations and to tight deadlines. 9. Ability to multi-task.	Ability to work on own initiative and with minimum day to day supervision. Excellent communication and inter-personal skills Good personal planning and organisational skills