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| **Role title:** | Accounts Assistant | **Responsible to:** | Transactional Processing Manager |
| **Division:** | Finance | **Department:** | Finance |
| **Direct Reports and Level:** | N/A | **Scope:** | MPS UK and International |
| **Scale:** | N/A PeopleN/A BudgetN/A income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 | **Role Family** | Group Corporate Functions |

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| **Role Purpose** |
| The purpose of this role is to provide comprehensive and efficient support to the Finance and MP&S divisions focusing on resolution of rejected or challenged invoices and identifying and rectifying workflow issues and discrepancies between the payments platform and cases system.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support in the delivery of accurate and timely postings of legal transactions to enable cost allocation objectives are met and Supplier payment terms adhered to
* Support the weekly transactional finance processes (accounts integrity, month end and year end processing and reporting) within the organisation (primarily MP&S) ensuring timely processing and completion in line with established governance timeframes.
* Support in the production of monthly management information for review at key governance meetings.
* Support the development of streamlined processes and detailed procedures to ensure efficient completion of regular reconciliation activity.
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Stakeholder feedback
* Operational Metrics vs SLAs
 |
| **Financial*** Manage all rejected and disputed legal financial transactions and tasks generated by the MP&S division in accordance with policy and ensure they are handled in accordance with internal policy and procedures
* Support the production of metrics from organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and trends.
 | * Operational budget Vs Plan
* Production of metrics Vs Plan
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| **Member*** Monitor emerging finance risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group.
* Provide support to the Finance division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
 | * Net promoter score
* Policy compliance audit results
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
 | * Delivery of Personal Development Plan to plan
* One-to-one / performance review meetings Vs Plan
* Compliance with Training and Competence Schemes
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| **Risk*** Contribute to an environment where all colleagues in Finance recognise the importance of risk identification and risk management.
* Identify and report risks and issues identified within Finance, and across MPS, to enable resolution and mitigation of potential impact on MPS, members and colleagues.
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| Responsible for daily review of challenged and rejected invoices* Liaising with key stakeholders throughout the business; primarily Claims and Cases team and Ops support to troubleshoot invoicing issues
* Providing Ops Support and Heads of departments of CRM maintenance requirements and general system housekeeping
* Offer commentary to the MI team to assist in building picture of current liabilities
* Work to strict SLAs and rigorous query resolution timescales to help contribute to MPS’ corporate objectives; understand the importance of timely case closures and the impact on the financial position
* Liaising with Panel and other providers of legal services to resolve complex queries with the support of MP&S colleagues
* Supporting the invoices processing function at key stages of the month
* Working with the Procurement, Assistant Accountants, Finance Business Partners, Group Financial Controller, and other stakeholders when transaction related queries arise
* Hands-on support to the other business functions to ensure appropriate treatment of transactions
* Undertaking other duties and tasks that from time–to-time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * N/A
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Strong I.T. skills including a good working knowledge of Word, Excel, Outlook and Powerpoint.
 | * Innovative, flexible self-starter with excellent and proven analytical skills
* Highly numerate
* Excellent attention to detail
* Excellent written communication skills
* Strong analytical skills.
* Strong inter-personal skills
 | * Significant previous experience of purchase to pay process and understanding of purchase order compliance and the end to end Purchase to Pay process
* Experience of working in a similar role as part of a finance team with high invoice volumes is essential
* Involvement in the improvement of systems and/or processes
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| **Desirable** | * Operating within a service industry
 | * Knowledge of Proactis and Coda (Unit4) software is desirable
 | * Experience of medical defence organisations, clinical negligence claims or civil legal processes
* Familiar with a variety of billing styles and experience of E-Billing would be beneficial
* Experience of risk-based businesses, e.g. insurance
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