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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 People  N/A Budget  N/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 |
| **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 |
| **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 |