



Finance & Corporate Services Admin Support

Recruitment Pack



What's Inside

Welcome	3
About Cloch	4
Our Vision and Values.....	5
People Benefits.....	6
Role Details.....	7
Job Description	8-10
Person Specification	11-12
How to Apply	13



Welcome

Dear Candidate,



Thank you for your interest in the role of Finance & Corporate Services Admin Support. I appreciate your time and hope that the information within the pack provides you with a feel for what it is like to be part of the Cloch Team. I know how important it is to work for a great company, with staff who feel passionate about what they do, in an environment that has a shared vision and values that align to your own values, and this is your opportunity to find out more about Cloch to see if we are a fit for you.

If you would like to find out more about us in terms of our Staff Team, Board, homes, services, customers, and our future plans, please email my colleague Carlyne at cswinney@clochhousing.org.uk and she will arrange a suitable time for a confidential chat.

We have recently redesigned our Finance, IT and Corporate Services Team and this is a new role, fixed term for 2 years, which has been established to support the Finance Team and the Corporate Services Team, working 28 hours per week over 5 days.

In the mornings, the post holder will spend time with the Finance Team processing invoices and rent payments, etc., whilst in the afternoon the person will work with our Corporate Services Team, helping with general administration tasks.

Because this role covers two different teams, we are looking for someone who is flexible, self-motivated and a team player. The key skills required to successfully fulfil the role are being able to plan and prioritise work and ensure accurate data entry. The ideal person will have previous experience of working in a finance or admin team environment, be a good communicator who can manage their time well, with excellent communication skills and be the kind of person who wants to do the best for themselves and their team.

If after reading the job advert and details, you are excited about the possibility of fulfilling this role then I would encourage you to apply.

Alana Durnin
Chief Executive Officer

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2018, the Association celebrated its 50th year in operation and today, we own over 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation. Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



Our Vision and Values



Vision:

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

Values:

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Staff involvement in developing the organisation
- Health Cash Plan
- Counselling Service
- Professional Membership Fees
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days
- Lunch and Learns



Role Details


Finance & Corporate Services Admin Support

Salary:	£24,764 - £28,004 (Grade 4 – pro rata)
Contract:	Fixed Term Contract – 2 Years
Hours:	28 hours per work, spread over 5 days
Reporting To:	Finance Officer & Corporate Services Officer

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model.
- Our flexible working hours are 8.30am – 5.30pm Monday to Wednesday. 8.30am – 6.30pm Thursday and 8.30am to 4.30pm on Friday. We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks (pro-rata) split between 29 annual leave days and 11 public holiday days.
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.



Job Description

Cloch Housing Association			
Job Role/ Description			
Job Details			
Job Title	Finance & Corporate Services Admin Support	Report to:	Finance Officer and the Corporate Services Officer
Department	Finance & Corporate Services	Date Created	July 2024
Grade	4	Last Review Date	n/a
Points	9-12	Salary	£24,764 - £28,004 (pro-rata)
Job Summary			
<p>This role will be split 50/50 between the Finance and the Corporate Services functions within the Association.</p> <p>The postholder will assist both teams in the delivery of high performing, efficient and effective service delivery for the Association.</p> <p>The role is to support the delivery of excellent services to the Finance team, Cloch's Board, staff, and customers. The postholder will maintain a high level of confidentiality and discretion with regards to all information complying with legal and regulatory duties in these areas.</p> <p>Corporate The core skills are administration, organisational skills, a good working knowledge of Office packages and databases, communication (written and verbal), understanding of the key areas of activity of the department, confidentiality re: HR matters, adaptability, and an awareness of Health & Safety principles.</p> <p>Finance The core skills are attention to detail, numeracy, ability to multi-task, general administration and organisational skills, a good working knowledge of Office software packages and databases, communication (written and verbal), understanding of the key areas of activity of the department.</p> <p>You will understand and implement the core values of Cloch Housing Association and understand and adhere to the Terms and Conditions of employment and the Association's Code of Conduct. You will abide both in spirit and legally by the Equalities and Diversity legislation and Policies. You will treat all personal data in strict adherence to the Data Protection Legislation.</p>			

Role Responsibilities – Finance Services

To provide administration for the Finance team

- To produce letters and invoices where required.

Achieve timeous and accurate rent accounting inputs

- Post all rents received from Allpay, standing orders, housing benefit and any other sources of income.
- Post refunds or adjustments to customers' accounts as required.
- Process adjustments & payments authorised by the Housing Services team.

Ensure bank transactions are recorded accurately and timeously

- Ensure all payments made and payments received are posted to the nominal ledger.
- Ensure all bank entries, e.g. direct debits, standing orders, bank transfers, etc. are posted to the nominal ledger.

Successful inputting of invoices into purchase ledger accurately and on time

- Register and post invoices and credit notes, ensuring these are coded to the appropriate nominal ledger codes and cost centres.
- Link contractors' works orders within the housing system with contractors' purchase invoices in the finance system.
- Pass the invoices for authorisation to the appropriate member of staff and monitor and review unauthorised invoices.
- Prepare the payment proposal list and arrange for authorised invoices to be paid within the agreed payment terms.
- Reconcile supplier statements with purchase ledger balances.
- Using Invu (document management software) for the logging and authorisation of invoices.

Factoring

- Assist with administration duties for factoring.

General duties will be carried out including, but not exclusively

- Administration support for Finance Team.
- Attending training as required.
- Any other duties commensurate with the Grade and asked for by your senior officers.

Role Responsibilities – Corporate Services

To provide administration for the Corporate Services team

- Produce letters including mail merge.
- To work with excel spreadsheets including creating basic worksheets and filling in more complex worksheets.
- To assist in the production of PowerPoint presentations.
- To update the Board and Staff Intranet.

Enter and monitor databases

- Update the time clock system (Kelio) including setting up new users and assist current users with queries and issues.
- Update the Training Database and administer the training booking system.
- Maintain the Policies database.

To keep the stationery stocked and ordering furniture and fixtures and fittings

- Ordering stationery timeously & keeping stationery areas maintained to a tidy manner.

To assist in the administration of the Health & Safety Manual and forms

- Assist with keeping the H&S Manual up to date and relevant.

Assist the Corporate Services Team with HR Administration

- Assist staff with queries on their personnel files.
- Assist with the administration of the Staff Appraisal system.

Assist the Corporate Services Team with Board Administration

- Issuing of electronic Board papers.
- Book training courses and assist with queries on training.
- Keep Board Personnel records up to date.
- Liaise with Board Members as required.

Assist the Corporate Services Team with Event Management

- Booking venues and catering.
- Arrange Zoom and Teams calls.

Assist the Corporate Services Manager in the production of publications such as the newsletter and annual review

- Collate news items and photos.
- Assist in creating pages such as word searches.

Assist the Corporate Services Officer with the upkeep of the Website and Young Clochie Club

- Post items on our website and remove as required.
- Issue materials to our Young Clochie Club members.

General Duties

- Assist with other duties as asked for by other members of the Corporate Services team or the CEO and in fitting with your Grade.

Person Specification

	Requirements	Essential	Desirable	Method of Assessment	
Education/Qualifications & Professional Membership				CV	Interview
1	Minimum of 3 Highers Qualifications that demonstrate a level of numeracy and literacy suitable for the post.	X		✓	
2	Qualified to HNC Level, (or equivalent), in Business related subject		X	✓	
SKILLS & ABILITIES				CV	Interview
3	Strong communication, listening and interpersonal skills	X			✓
4	Team player, with ability to develop good relationships with staff, customers, and suppliers	X		✓	✓
5	Good problem-solving skills	X			✓
6	High level of attention to detail to produce accurate work, with good IT skills	X		✓	
7	Able to prioritise and plan their own workload	X			✓
8	Good time management, with ability to reprioritise and deliver to tight deadlines	X			✓
9	Ability to work under pressure with minimal supervision	X			✓
10	Self-motivated, enthusiastic, and flexible attitude to tasks	X		✓	✓
11	Ability to analyse information and present this in a meaningful way		X		✓

EXPERIENCE				CV	Interview
12	Demonstratable experience of working in an administrative post, with a financial element to the post.	X		✓	
13	Intermediate excel skills	X		✓	
14	Previous experience of debt recovery		X	✓	
15	Experience of using finance software / systems, i.e. Sage, QuickBooks, Xero etc.		X	✓	
16	Experience of SDM software, (desirable but not essential as training will be provided)		X	✓	
KNOWLEDGE				CV	Interview
17	Financial awareness and knowledge of finance administration tasks, e.g. bank reconciliations, purchase & sales ledger, etc.	X		✓	✓
18	Proven ICT skills in a range of Microsoft packages	X		✓	
19	Good understanding of equalities and data protection legislation, policy, and procedures		X	✓	
20	Knowledge of the issues surrounding housing landlord finance functions for example income maximisation, rent collection, debt recovery etc.		X		✓
VALUES/ATTITUDES				CV	Interview
21	Can do attitude. Present a positive image at all times both internally and externally	X			✓
23	Flexibility and willingness to respond to the changing needs of the role / the Association	X		✓	✓
24	Take responsibility for self-development and continuous improvement.	X		✓	✓
22	Proactive focus on developing and reviewing working practices to improve efficiency and effectiveness		X		✓

How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to: -

recruitment@clochhousing.org.uk

The closing date for applications is **Monday 19 August at 12pm**. Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, consisting of the Corporate Services Manager, Corporate Services Officer, and Finance Officer.

It is anticipated that interviews for the role will be held on week commencing **02 September 2024**.

Thank you and good luck with your application.

Cloch Housing Association

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