



**Job Title:** Income Assistant

**Location:** HQ

**Responsible to:** Income Control Officer

**Responsible for:** Success of the role

### **Principle Working Contacts**

Senior Accountant

Accountant

Other CI & SSSC Finance Staff

External stakeholders

Registrants and SSSC Students

Service Providers

General Public

### **Job Purpose**

To collect and reconcile income for both the Scottish Social Services Council (SSSC) and the Care Inspectorate ensuring it is posted promptly and accurately.

To provide excellent customer service as the first point of contact for payment & invoice queries for clients of both SSSC and Care Inspectorate.

### **Key Accountabilities**

- Deal with enquiries received by telephone, email, letter and from other departments within strict timescales;
- Maintaining spreadsheets and providing guidance on systems;
- Receipt and bank all income, identifying and correcting any discrepancies;
- Debt Recovery – secure payment or arrange payment plans;
- Input and issue sales invoices;
- Respond to regular sales invoice queries;
- Ensure ledger codes attached to sales invoices are consistent and accurate;

- Liaise with departmental staff on Practice Management System (PMS) and Sequence accuracy issues;
- Follow established income control procedures and provide suggestions for improvement;
- Assist with year end procedures within the timescales agreed with the Income Control Officer;
- Assist with developing and implementing enhancements to the income systems;
- Provide day to day guidance to end users on the use of the income systems;
- Assist with reconciliation of income received to information recorded on PMS and Sequence;
- Create and maintain debtor records within the financial system;
- Respond to/investigate customer enquiries;
- Liaise with CI & SSSC staff and customers in the pursuit of debt recovery, logging all correspondence in the relevant customer accounts
- Complete ad-hoc reconciliations as required;
- Undertake any appropriate work to assist the income team within the department as and when required;
- General ad-hoc admin tasks as required.

### **Relationship Management**

- Ensure effective working protocols in accordance with the Care Inspectorate's Communications, Human Resources, Finance, IT and Operations function;
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.

### **Other Duties**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.