Job Title	Finance Officer (Income & Funding/Accounts Receivable)
Directorate	Finance
Responsible to	Management Accountant
Accountable to	Head of Finance
Location	Dartford Office
Hours	Full Time
Salary	£26,853.76 - £30,328.68 based on experience
Contract	Permanent

Structure of Post

The Finance Officer is supervised by the Management Accountant.

For the calculation of travel expenses, Chatham shall be considered the employee's base. Travel between home and another working venue may only be claimed where it is in excess of the normal distance between home and base. All time spent travelling between work venues is counted as time worked.

This is a key post in the organisation's finance team, which comprises the Head of Finance, Management Accountant, Finance Officer (Income/AR), and Finance Officer (Transactions/AP).

Purpose of Role

The Finance Officer (Income & Funding/Accounts Receivable) supports the Management Accountant, Head of Finance and wider service teams by ensuring that income, funding and receivables are recorded, reconciled and reported accurately. The role maintains effective sales ledger, credit control, claims, funding and restricted income processes, helping to safeguard cashflow, support compliant reporting and provide reliable financial information for decision-making. Through accurate administration, timely follow-up and collaborative working, the post contributes to strong financial controls and the effective delivery of North Kent Mind's services.

The role provides day-to-day delivery of income and accounts receivable functions, including raising invoices, allocating payments, maintaining the sales ledger, reconciling income, monitoring debts and supporting timely credit control. It coordinates funding, grant, commissioner, housing and restricted income processes by preparing claims, schedules, returns and reports that support accurate financial management and compliance. The post also provides practical advice and support to service teams on

income coding, funding requirements, payment queries and financial processes, helping to ensure that information is complete, timely and aligned with organisational controls.

The role operates within defined frameworks, policies and procedures, working under the guidance of the Management Accountant while exercising appropriate professional judgement in day-to-day delivery.

All employees contribute to the development and continuous improvement of North Kent Mind through partnership working, service development activities, feedback, evaluation and the promotion of positive mental health and wellbeing. Each role contributes to a consistent, high-quality service offer aligned to organisational standards, contractual requirements and agreed priorities.

Accounting

- Maintain the sales ledger accurately and keep it up to date.
- Raise customer invoices, ensure timely collection, and maintain customer account records.
- Chase overdue debts, monitor aged debts, investigate short payments, and report weekly on debtors for credit control.
- Responsible for handling Finance functional mailboxs
- Reviewing bank statements and reconciling bank receipts

Income & Receivables

- Allocate customer payments for income posting.
- Perform revenue recognition duties in accordance with organisational standards.
- Prepare deferred income schedules.
- Reconcile deferred income balances.
- Collaborate with service teams to ensure correct income release.
- Provide cashflow insight from receivables.
- Act as the focal point for incoming funds.
- Oversee Counselling and Therapy payments, refunds, and adjustments.
- Oversee Schools contract payments for CYP Schools Services.
- Reconcile income transactions.

Reporting & Compliance

- Support audits by preparing AR schedules.
- Prepare and submit funder returns as required.
- Prepare and submit contract reports as required.
- Adhere to and ensure compliance with the Financial Control Policy.

Housing Finance

- Record and reconcile rent transactions accurately and in a timely manner.
- Prepare housing income reports, tenant statements and rent increase notifications.
- Maintain service charge records and code housing-related supplier transactions.
- Reconcile and report on housing bank account activity.
- Support housing budget management and prepare housing finance reports.
- Monitor and report on housing arrears.
- Liaise with housing management and attend monthly housing finance meetings.

Claims & Funding

- Process Housing Benefit claims.
- Prepare and submit grant claims.
- Prepare and submit commissioner claims as required.

Fundraising & Restricted Income

- Liaise on Gift Aid for fundraising income.
- Prepare fundraising income reports.
- Manage restricted income.
- Prepare restricted fund reports.
- Counting, recording and banking of cash donations.

Cover Arrangements

- At times, cover the Transactions Officer's tasks in their absence.

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equity, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for service users, staff and others, identifying and responding appropriately to safeguarding concerns.
- Attend and complete all mandatory training relevant to the role.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive and professional working environment.
- Participate in supervision, appraisal and continuous professional development.

- Deliver services and functions in a way that is inclusive, accessible and responsive to the diverse needs of individuals, including those with disabilities and neurodiverse conditions.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with service users, colleagues and partners.
- Support organisational learning, continuous improvement and the development of effective practices across the organisation.
- Work in partnership and collaboratively, recognising the role's contribution to positive outcomes for beneficiaries where appropriate.
- Support North Kent Mind's commitment to promoting positive mental health, emotional wellbeing and resilience within local communities and partner organisations.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

The post holder is required to:

- Work flexibly across a range of locations, environments and service delivery settings, where required by the role and commensurate with its level.
- Travel may be required to fulfil the responsibilities of the role. Reasonable adjustments will be considered where appropriate.
- Occasional evening or weekend work may be required to meet service needs, where this is relevant to the role.
- Deliver services or functions using appropriate methods, which may include face-to-face, telephone, virtual and digital platforms.
- Represent North Kent Mind professionally at external meetings, events or partnership activities where required.
- Build and maintain effective professional relationships with service users, colleagues, partners and stakeholders.
- Plan, facilitate or contribute to events, workshops, training sessions, presentations, awareness activities or other organisational initiatives where relevant to the role.
- Complete any required pre-employment checks, clearances or certifications relevant to the position and in accordance with organisational policy and legislative requirements.
- Support services, projects, programmes, teams or geographical areas in response to operational needs, where appropriate and commensurate with the role.
- Provide additional support during periods of increased demand, service development, organisational change or business continuity requirements where reasonably required.

- Work in a flexible, adaptable and solution-focused manner, responding positively to changing priorities and operational requirements.
- Undertake additional specialist training relevant to the role where required.

Working Environment

The post holder is required to:

- Operate within a flexible and dynamic environment, with some responsibilities delivered across a variety of locations and through multiple channels.
- Undertake activities and functions from locations which may include organisational premises, partner locations, community settings and through virtual or digital platforms, depending on operational requirements.
- Work across a range of professional environments and adapt to different settings, ways of working and service delivery models. Responsibilities may involve a combination of office-based, community-based and remote working arrangements.
- Use office environments which may include a combination of open-plan and smaller room-based layouts, with varying levels of noise, lighting and foot traffic. The role may also involve regular use of digital systems, virtual meetings and remote collaboration tools.
- Use information technology, digital systems and communication tools appropriately to support effective service delivery, administration, collaboration and stakeholder engagement.
- Have a primary work base and working pattern which will be determined by the service and organisational requirements and may vary over time. This will be discussed as part of the recruitment process.
- Travel, where required as part of the role, to attend meetings, deliver services, participate in events and support organisational activities across different locations.
- Adhere to our organisational commitment to fostering an inclusive, accessible and supportive working environment. Applications are welcomed from individuals from all backgrounds, and reasonable adjustments will be considered throughout recruitment and employment in line with organisational policy and relevant legislation.
- Adapt as responsive services, working arrangements, locations, priorities and methods of delivery may evolve over time to meet organisational objectives, service needs and stakeholder requirements. The post holder will be expected to demonstrate flexibility and adaptability in responding to these changes.

Person Specification

Category	Criteria	Essential	Desirable
Education & Qualifications	AAT qualification or equivalent experience		☑

	Proficient in English language	✓	
Knowledge & Experience	Accounting/finance knowledge of not-for-profit procedures	✓	
	Relevant finance experience in a charity, not-for-profit, public sector or SME environment	✓	
	Strong understanding of confidentiality, GDPR, and data protection in relation to financial and client/staff information	✓	
	Understanding of the issues facing people recovering from a mental health problem		✓
Specific Skills	Proficient in accounting software, particularly QuickBooks Online and Sage	✓	
	Strong Excel skills, including pivot tables, VLOOKUP/XLOOKUP and reconciliation workbooks	✓	
Communication & Interpersonal Skills	Excellent written, interpersonal, listening and communication skills, with the ability to communicate clearly with varied audiences and adapt communication styles to different needs	✓	
	Ability to build professional, trusting relationships with service users, colleagues, partner organisations and other stakeholders	✓	
	Ability to work independently and collaboratively as part of a team and with a range of stakeholders	✓	
Organisation & IT Skills	Strong IT and digital skills, including Microsoft Office and digital systems for recording and communication	✓	
	Self-motivated and able to manage multiple priorities, organise workload and meet deadlines under time constraints	✓	
	Excellent attention to detail, accuracy and organisational skills	✓	
	Ability to maintain accurate records and complete administrative tasks	✓	
Working Approach & Behaviours	Proactive and flexible approach to problem solving	✓	
	Ability to maintain professional boundaries and act with integrity and discretion	✓	
	Commitment to continuous improvement and learning, with awareness of current issues, best practice and developments relating to the role	✓	
	Non-judgemental, empowering and inclusive approach	✓	

Flexibility & Practical Requirements	Ability and willingness to travel across required locations, with access to suitable transport and reasonable adjustments considered where appropriate	☑	
	Ability to work across a range of settings	☑	
	Willingness to work flexibly, including some evenings	☑	