## Bernicia Group Role Profile

Title: Lead Finance Officer (Accounts Payable and Income)

Reporting to: Transactional Finance Manager

Date: October 2026

## Purpose

To deliver an excellent, co-ordinated support service to colleagues and stakeholders across Bernicia. To understand business requirements and provide a service which meets customer expectation. To assist develop the Transactional team.

## Accountabilities

### Operational

Support the Transactional Finance Manager to lead both Accounts Payable and Income operational areas, delivering an efficient and first class service to internal and external customers.

Provide support and advice to the Finance Officers within the team.

Perform accounting and clerical duties related to the efficient maintenance and processing of accounts payable and receivable transactions.

Perform and maintain accurate and precise ledger entries, conducting regular housekeeping duties.

Ensure provision of timely and accurate reconciliations and reports.

Provide assurance that customer information recorded is accurate and relevant.

Guarantee monies received are dealt with promptly and in accordance with Group Financial Regulations, procedures and insurance documentation.

Make major contributions in continuous improvement of systems and reporting and support the Transactional Finance Manager in change management.

Contribute towards an excellent customer experience through the provision of timely and professional customer focused service delivery.

Demonstrate leadership, accountability and absorb responsibility of all matters relating to your service area.

Promote a positive and professional image for the section at all times.

Undertake ad-hoc duties commensurate with the post as may be assigned from time to time.

## Strategic

Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Bernicia's services.

## Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

## Essential Skills & Experience

AAT qualification or previous experience in a similar role

Accounts Receivable experience

Accounts Payable experience

Sound experience of financial management systems and working knowledge of financial Procedures.

Experience of providing financial services within a customer focused environment.

Ability to work to a high level of accuracy

Excellent organisational and administrative skills

Ability to work to tight deadlines

A sound understanding of modern accounting procedures and techniques.

## Desirable Skills & Experience

Recent experience of working in finance within the social housing sector or Property Management

I.T. skills including the use of Microsoft package including Word and Excel

Ability to promote and deliver outstanding customer service

Knowledge of a similar type and size Organisation.

| Values | |
|---|---|
| **Value** | **Expectation** |
| Customer Focused | We understand our customers and champion customer focus. |
| Trusted | We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do. |
| Respect for People | We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance. |
| Leadership | We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused. |
| Collaborative | We collaborate to help meet the needs of tenants and customers, partners and the wider North East. |

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