



Dosh Financial Assistant

Application Pack

Re-advertised and welcoming
new and returning applicants



31.10.2017

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Dosh is a company limited by guarantee, no. 6337548

Dosh Ltd is part of the Thera Group of companies.
Registered Office – 134 Edmund Street, Birmingham, B3 2ES



Welcome Letter

Dear Applicant,

Thank you for your interest in the position of Financial Assistant.

This application pack includes the following documents about Dosh and further information about the position of Named Financial Advocate:

- About Dosh
- Dosh Promise
- Group Structure
- Thera's Vision
- Job Description
- Person Specification
- Competencies
- Pay and Benefits

In addition, you can find further details about Dosh at www.dosh.org and about the Thera Group at www.thera.co.uk. If you have any questions in the meantime, or would like to contact me for an informal discussion, then please do so on 07841 052 174 or steve.raw@dosh.org.

Yours sincerely

Steve Raw
Managing Director
Dosh

About Dosh



money

Dosh is a not for profit company that supports people with a learning disability to have more control and more independence over their money.



specialist

Dosh is a specialist company within the Thera Group and provides support to people with a learning disability in England, Scotland and Wales. The company was set up in 2007.



support

People with a learning disability can receive support in a number of ways:

- Financial advocacy
- Person-centred appointeeship
- Account management for self-directed support and individual service funds
- Yearly, one-off money checks



appointee



local area

Dosh Financial Advocates are based locally so that people can receive support when they need it.



benefits

Dosh Financial Advocates are able to support people in many ways, including support to create a budget, open a bank account, apply for and manage benefits as well as provide support for families.

The Dosh Promise

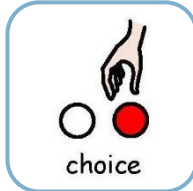
We asked people we supported what was important to them and used what they said to write the Dosh Promise.



✓ I will be able to use my money to do the things I want.



✓ I can be as involved as I want in my money.



✓ I will spend my money in the way that I want.



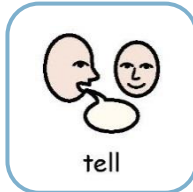
✓ I will get the information I want about my money in a way I can understand.



✓ I will have my own financial advocate who visits me, knows what I like and listens to what I want.



✓ My financial advocate will give me support and information to help me manage my money.



✓ Dosh will tell me about my money, what they are doing and answer any questions I have.

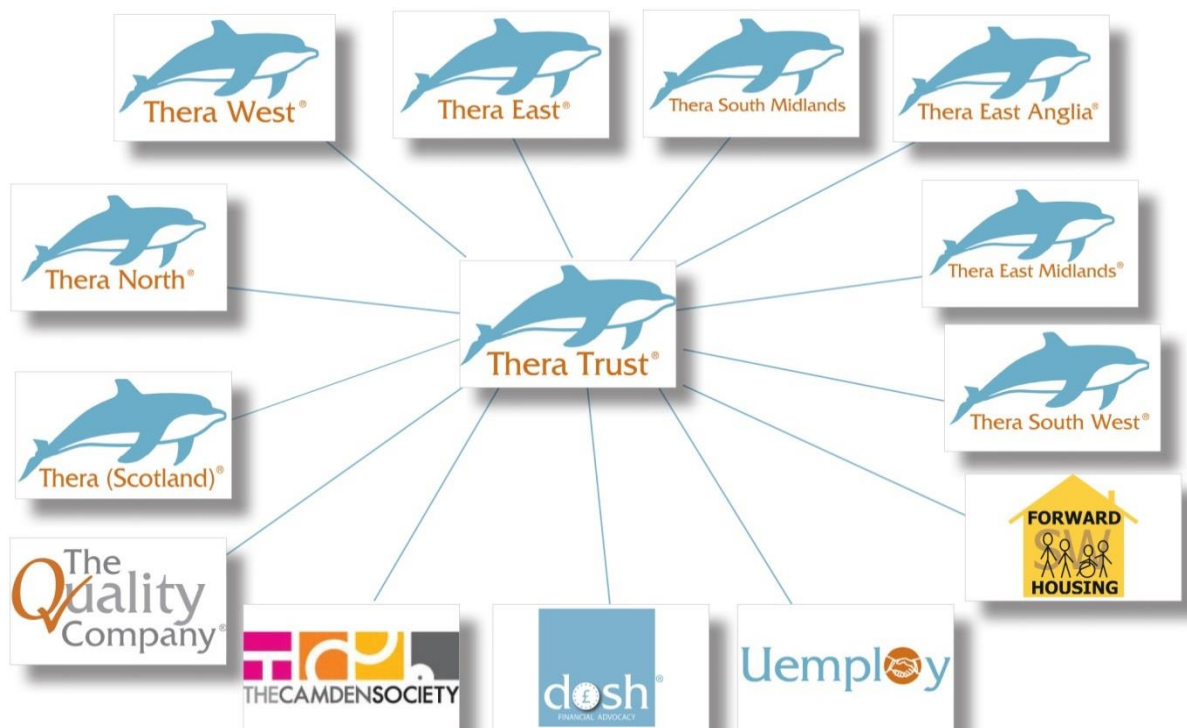


✓ Dosh will help me to keep my money safe.

Group Structure

Dosh is an independent company within the Thera Group.

Thera's group structure enables us to create local networks that meet the needs of the people we support and play an important role in the local communities. It also allows specialist companies like Dosh to meet particular needs and create bespoke services.



Each Thera company is led by its own Board of Directors, with responsibility for the strategy and management of the company.

The Group is led by Thera Trust, a registered charity (1090163) which is based in Grantham, Lincolnshire.

Thera's Vision



We will show that people with a learning disability can be leaders in society.



We will be controlled by people with a learning disability.



People supported by us can say how their Thera company is directed and managed.



People with a learning disability will design the support they want from us.



We will respect the rights and wishes of people at work, at home and in the community.



People with a learning disability will check the quality of support from their Thera company.



Thera Group will be led by a charity.

Job Description

Accountable to: Managing Director

Line management: Financial Advocacy Manager / Financial Administrator

In this role, you will be responsible for managing the financial transactions for the over 700 people we support, as part of the Dosh Finance team. This is an essential role in ensuring the people we support can pay for things they need and do the things they enjoy. The Financial Assistant role includes inputting payments through our internet banking platform, setting up accounts, standing orders and direct debits, monitoring balances, maintaining spreadsheets and other monitoring tools, dealing with enquiries and developing new and improved ways to manage people's finances.

You will be working in the Dosh office in partnership with Boni Turo, the Financial Administrator, and a second Financial Assistant, to manage payments for all individuals supported by Dosh. Alongside the finance work, the role includes administrative duties to support the Dosh office. This can include processing post, storing documents and dealing with telephone and email enquiries.

As Finance Assistant, your duties will include:

- Process payments through internet banking from Dosh managed client accounts as requested by the people we support and their Financial Advocates
- Deal with phone and email enquiries from people supported, their support teams and other partners in a prompt and professional manner
- Set up, amend and cancel standing orders and direct debits on behalf of the people we support
- Open and close managed bank accounts
- Monitor people's benefit levels and balances against current legislative benefit thresholds, identifying where changes need to be made to ensure people are receiving the correct benefit amounts
- Protect operations by keeping financial information confidential
- Understand the legal frameworks within which the Thera Group and Dosh work
- Have a good understanding or work towards a good understanding of the benefits system
- Update information databases and storage systems and ensure that all entries are correct and up to date.
- Work closely with the Dosh administrative and financial advocacy teams
- Assist with monthly bank reconciliations
- Input data into an accounting package
- Other administrative tasks as required by Dosh

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Evidence of commitment to ongoing personal and professional development 	<ul style="list-style-type: none"> Business Administration and / or Finance & Accounting Qualifications or equivalent experience NVQs or Diplomas in Care or equivalent experience
Knowledge and Experience	<ul style="list-style-type: none"> Working knowledge of Microsoft Office suite including Excel 	<ul style="list-style-type: none"> Previous experience in a finance/accounting role Previous knowledge of financial legislation Understanding of learning disabilities and/or social care Experience using an accounting platform e.g. SAGE Evidence of working strictly within the Data Protection Act Experience of completing detailed financial reconciliations
Skills and Attributes	<ul style="list-style-type: none"> Ability to prioritise and manage time effectively Ability to work as part of a team 	<ul style="list-style-type: none"> Ability to set own objectives and review and adapt own performance Ability to work on own initiative and develop

	<ul style="list-style-type: none"> • Ability to work effectively under pressure in changing circumstances • Ability to communicate effectively to a variety of audiences • Personal values in keeping with Thera's vision • Ability to learn and use a range of software packages • Attention to detail and organisation • Numeracy skills 	<p>“out of the box” solutions</p> <ul style="list-style-type: none"> • Data entry and reporting skills
Personal Circumstances	<ul style="list-style-type: none"> • Willing to undergo a Disclosure and Barring Service (DBS) check 	
Physical Attributes	<ul style="list-style-type: none"> • Good health evidenced by a good attendance record 	

Competencies

Policy and Procedure

1. Ability to ensure Dosh's policies and procedures are adhered to.

Monitoring and Reporting

2. Ability to report on performance of the service delivered.

Problem Solving

3. Ability to apply logic when solving a diverse range of problems.

Time Management

4. Ability to manage your time and negotiate priorities.

Decision Making

5. Ability to evaluate options and make operational decisions relating to the service.

Systems of Work

6. Ability to ensure Dosh's processes are transparent and open to the scrutiny of people and regulators.
7. Ability to maintain meticulous records.
8. Ability to use a range of software packages including Microsoft Office suite and Docuware electronic filing system.
9. Ability to work to the highest standards of data protection and confidentiality.
10. Ability to contribute to and maintain robust safe systems of work and checking processes that protect people from financial abuse.

Charity and Company Law

11. Awareness of the legal frameworks within which Dosh works.
12. Awareness of the limits of Dosh's activity and services.

Insurance

13. Awareness of insurance liability and provision.

Continuous Professional Development

14. Ability to manage own continuous professional development.

Pay and Benefits

Hours of Work

- 20 hours per week, and opportunity to increase subject to growth.
- Working hours flexible Monday – Friday between 8:00am and 6:00pm.

Salary

Up to £15,678 pro rata.

- 100% - £8,086.15 pro rata per year - £7.75 per hour
- 95% - £7,821.54 pro rata per year - £7.50 per hour

Pension

- Details available on request

Annual Leave

- 218.3 hours per annum (including bank holidays) pro rata (equivalent to 28 days)

Notice Period

- One month's notice period on either side (subject to employer's statutory increases).

Location

- Dosh office, The West House, Alpha Court, Swingbridge Road, Grantham, NG31 7XT
- Further travel may be required very infrequently, which may involve overnight stays.

Additional Benefits

- Annual Pay Review
- Child Care Vouchers

Please note: Dosh and Thera Trust operate a “No Smoking Policy”

How to Apply

All applications are processed centrally through the Thera Group, with shortlisting and interviews then undertaken by Dosh. To complete an application, please go to the Thera Group job application page:

www.thera.co.uk/careers

Please ensure that your application includes specific examples, which clearly demonstrate your competencies and skills. Offers are subject to DBS checks.

Closing date for applications: Friday 10th November 2017

Provisional interview: Monday 20th November 2017

Start date: ASAP on completion of employment checks

If you have any difficulty applying, please contact the Recruitment Team on 0300 303 1280 or email hrrecruitment@thera.co.uk .