



Job Title: Accounts Administrator

Location/Base: Highgate Hospital

Dept.: Finance

Reporting to: Finance Director

1. JOB PURPOSE:

To be responsible for all NHS billing and NHS finance reporting. To assist with other aspects of billing within the Finance Team.

2. KEY ACCOUNTABILITIES

- Processing NHS outpatient and inpatient / daycase billing.
- Liaising with Highgate Medical records team and NHS coders to ensure timely and correct billing of all NHS Choose and Book and Spot contract work as per the required deadlines.
- Submission of SUS, SLAM, PLCM and ACM reports within the required deadlines.
- Issuing Spot contract and Choose and Book invoices and backing data to NHS Trusts and CCGs in line with the contract deadlines.
- Resolving queries on NHS billing from NHS providers.
- Raising credit notes / additional invoices as necessary after all queries are resolved.
- Ensuring NHS outstanding debt is collected.
- Correctly allocating receipts from NHS providers against invoices.
- Ensuring that all non-billable NHS charges are correctly written off.
- Ensuring that all NHS consultants are correctly paid, liaising with respective NHS providers to resolve payment queries and raising Purchase Orders as necessary for consultant payments.
- Assisting the Revenue Assurance Lead with other aspects of billing as necessary.
- Assisting with collecting payments from patients and patient billing queries.
- Documenting procedures for the above responsibilities for use by both current and future team members.
- Assisting with stocktakes as required.
- Assisting with ad hoc duties as directed by the Finance Director.

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Job Title
PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	<ul style="list-style-type: none"> At least 5 GCSE's, or A levels (or equivalent) 	<ul style="list-style-type: none"> Studying towards a professional accountancy qualification
Specific training Skills Knowledge required:	<ul style="list-style-type: none"> Good general knowledge of billing procedures Knowledge of IT office applications. Organised and methodical worker with good attention to detail. Excellent communication skills with ability to liaise with multiple departments and external contacts. Ability to work well in a team environment. 	<ul style="list-style-type: none"> Knowledge of accounting and bookkeeping procedures Knowledge of healthcare market, in particular NHS billing processes
Experience	<ul style="list-style-type: none"> Accounts and/or billing experience Experience in a hospital accounts environment 	<ul style="list-style-type: none"> Previous patient accounts experience
General temperament:	<ul style="list-style-type: none"> Excellent customer care skills Can do approach Team player 	

Author:	Alison Broomfield	Date:	18/08/2021
Revision:		Date:	
Agreed Post Holder:		Date:	
Agreed Manager:		Date:	