

**Creative Support Ltd**

Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Finance Data Officer

Reference: 93372

Finance Department, Head Office, Stockport Town Centre

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 28 August 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

All employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



Authorised by:	AG	Date Authorised:	1 ST July 2026	Page Number:	1

JOB DESCRIPTION – FINANCE DATA OFFICER

Head Office, Stockport Town Centre

Hours: Full time or part-time hours (minimum of 25 hours).

Responsible to: Finance Data Analysis Team Manager

The Role: To be a key contact for customer queries regarding invoices and statements
To provide administrative assistance to the finance and accounts teams

Duties

1. To produce and send routine statements to customers on a monthly basis.
2. To provide an efficient response to queries from customers in relation to invoices and statements, by telephone/post/email
3. To input and download data from 3rd party billing portals
4. To perform customer account allocations and reconciliations, including detailed analysis of outstanding transactions and allocations to resolve historic issues.
5. To oversee and manage allocated customer accounts/account groups to identify and implement changes required in processes, in order to reduce queries and ensure all invoices are paid promptly and in full
6. To present findings from analysis in a clear, concise method to communicate with decision makers to resolve outstanding account transactions and queries
7. To run summary reports and carry out internal investigations for account analysis
8. To update customer account details to ensure contact details and other information is accurate and up to date
9. To induct new finance staff on all relevant duties, processes and procedures, by training and ongoing support
10. To mentor and supervise new members of the Finance Data Analysis team, including reviewing output to ensure it is of an acceptable level
11. To produce scheduled weekly reports, and communicate these effectively with Senior Management
12. To review and process all write off instructions in line with the agreed process, raising and resolving any queries before actioning
13. To take payments from customers paying by debit/credit card over the telephone.
14. To deputise for team manager at scheduled meetings
15. To provide support to team manager on long term projects
16. Manage team diary/planner to ensure that all tasks are completed within required time frames

Authorised by:	AG	Date Authorised:	1 ST July 2026	Page Number:	2

17. To ensure paperwork and online system documents are accurately filed by agreed deadlines
18. Filing and scanning of paper documents/invoices to be saved electronically, as required/requested by other team members
19. To assist colleagues in analysing and collating data as required
20. To deputise for colleagues when needed.

Other Responsibilities

7. To accept regular supervision and appraisal.
8. To carry out all work undertaken in a manner that reflects the charitable aims and values of Creative Support.
9. To comply with and to implement the Equal Opportunities Policy.
10. To maintain confidentiality at all times in accordance with Creative Support's Policies, GDPR and the Data Protection Act.
11. To work with your manager to establish your current training needs and requirements.
12. To observe all company policies, procedures and guidelines for good practice.
13. Any other duties as required.

Authorised by:	AG	Date Authorised:	1 ST July 2026	Page Number:	3

PERSON SPECIFICATION – FINANCE DATA OFFICER**Head Office, Stockport**

	QUALITIES AND SKILLS REQUIRED	How Assessed	Essential/ Desirable?
1	At least one year's experience, paid or unpaid, of working in a busy office environment	Application & Interview	Essential
2	Experience of working in an administration role for a social care company	Application & Interview	Desirable
3	Experience of using Sage accounts software	Application & Interview	Desirable
4	Excellent verbal and written communication skills	Application & Interview	Essential
5	Ability to critically evaluate data output, and report findings to colleagues both verbally, and by written reports	Application & Interview	Essential
6	Ability to work collaboratively as part of a team	Application & Interview	Essential
7	Ability to follow established processes and work independently	Application & Interview	Essential
8	Good IT skills, including experience of Microsoft Excel and Word	Application & Interview	Essential
9	A polite approach to dealing with queries from colleagues and customers, in person, by telephone and by email	Application & Interview	Essential
10	A good standard of written English and numeracy	Application & Interview	Essential
11	Accurate keyboard/typing skills	Application & Interview	Essential
12	Willingness to participate in regular supervision with line manager	Application	Desirable
13	A flexible and responsive approach to working in accordance with peaks in workload and reporting deadlines	Interview	Essential
14	Commitment to our charitable aims/values and to equality and diversity	Interview	Essential

TERMS AND CONDITIONS – FINANCE DATA OFFICER

Head Office, Stockport

Salary:	Up to £27,768 per annum	
	Point One:	£26,754 per annum
	Point Two:	£27,261 per annum
	Point Three:	£27,768 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

You will work 37.5 hours per week, Monday to Friday. Hours of work are 9am till 5pm to be worked flexibly dependant upon the requirements of the organisation and the department. Part time applications will be considered subject to a minimum of 25 hours per week.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

One additional day (pro rata for part time employees) additional leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your end of probationary review paperwork.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

Authorised by:	AG	Date Authorised:	1ST July 2026	Page Number:	5

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support **do pay** for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Achieve Q Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Authorised by:	AG	Date Authorised:	1 ST July 2026	Page Number:	6

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Authorised by:	AG	Date Authorised:	1 ST July 2026	Page Number:	7