

---

**NHS PROPERTY SERVICES LTD****Job Description**

<b>Job title:</b>	Supplier Service Advisor
<b>Level:</b>	Level 1
<b>Type of role:</b>	FTC
<b>Base:</b>	Regent House, Stockport
<b>Travel requirements:</b>	None
<b>Responsible to:</b>	Accounts Payable Supervisor
<b>Directorate:</b>	Finance
<b>Job reference:</b>	SSA

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

**Main purpose / scope of the role**

NHSPS have set up a national Supplier Service team as a part of the Accounts Payable function in Stockport to answer queries and resolve issues reported by our Suppliers, and Employees.

You will be responsible for ensuring that suppliers and employees who contact NHS PS receive appropriate and timely responses; logging all contact via our case management tool and providing first line response immediately where possible, channelling requests to appropriate business groups for resolution, monitoring cases and keeping suppliers apprised of progress.

## **Key Responsibilities**

- Handling incoming phone calls and emails from suppliers with queries regarding their PO issues, Tradeshift setup, invoices, and remittance advices.
- Logging and resolving cases and escalating where appropriate.
- Handle supplier cases within agreed SLAs and quality standards
- Performing day to day transactions, including verifying, classifying, and recording data
- Create and send remittance advice documents out to customers/suppliers
- Process invoices and credit notes promptly in our ERP system NAV (Microsoft Dynamics)
- Pro-actively monitor and manage invoice approval to ensure goods are receipted and invoices are approved promptly, escalate complaints to the relevant people
- Thoroughly resolve over/underpayments maintaining communication with the customer throughout
- Promote the use of Tradeshift with suppliers as a preferred method of doing business with NHSPS
- Comply with data protection regulations

## Person Specification

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>Educated to A-Level or working towards AAT Qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of case management systems, IT helpdesk systems and/or CRM systems</li> <li>Knowledge of key MS Office applications – Outlook, Word, Excel, PowerPoint, knowledge of Supplier self-serve portals, and Finance ERP platforms</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using Tradeshift</li> <li>Working with Compass</li> <li>Experience of NAV, Microsoft Dynamics ERP platform</li> <li>An understanding of DPA (Data Protection Act) and DDA (Disability Discrimination Act)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in a front-line Accounts Payable Service Desk role, communicating directly with Suppliers and employees</li> </ul>	<ul style="list-style-type: none"> <li>Experience of the end to end Accounts Payable process, (Request to Pay) including supplier set up</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> <li></li> </ul>	
<b>Personal qualities/abilities</b>	<ul style="list-style-type: none"> <li>Holds self to high standards and strives to learn and improve</li> <li>Passionate about customer service</li> <li>Able to quickly build rapport and maintain trusting relationships with customers and colleagues</li> <li>Demonstrates integrity, empathy, discretion, and professionalism</li> </ul>	
<b>Other requirements as applicable</b>		