



Work with us... Join our Business Support team

Job description, person specification and other information on why joining the Dimensions team is a great choice to make!



Welcome

As one of the country's largest not-for-profits, we are driven by our values. People with learning disabilities and their families are at the heart of everything we do and we want every person we support to have a great life, with excellent outcomes. We couldn't achieve this without a wide range of business support functions, either based within our central services teams or within regional teams.

It all starts with you!

Why choose Dimensions?

We're an organisation that sets the standards for our sector.

By joining one of our business support functions you'll use market leading technology and tools to help us become an exemplar organisation, making sure we're the best we can be.

We encourage all our colleagues to have a healthy work-life balance and we'll work with you to regularly identify opportunities to develop your skills and career.

We can offer great opportunities for career development and offer sector-leading training programmes and qualification opportunities.

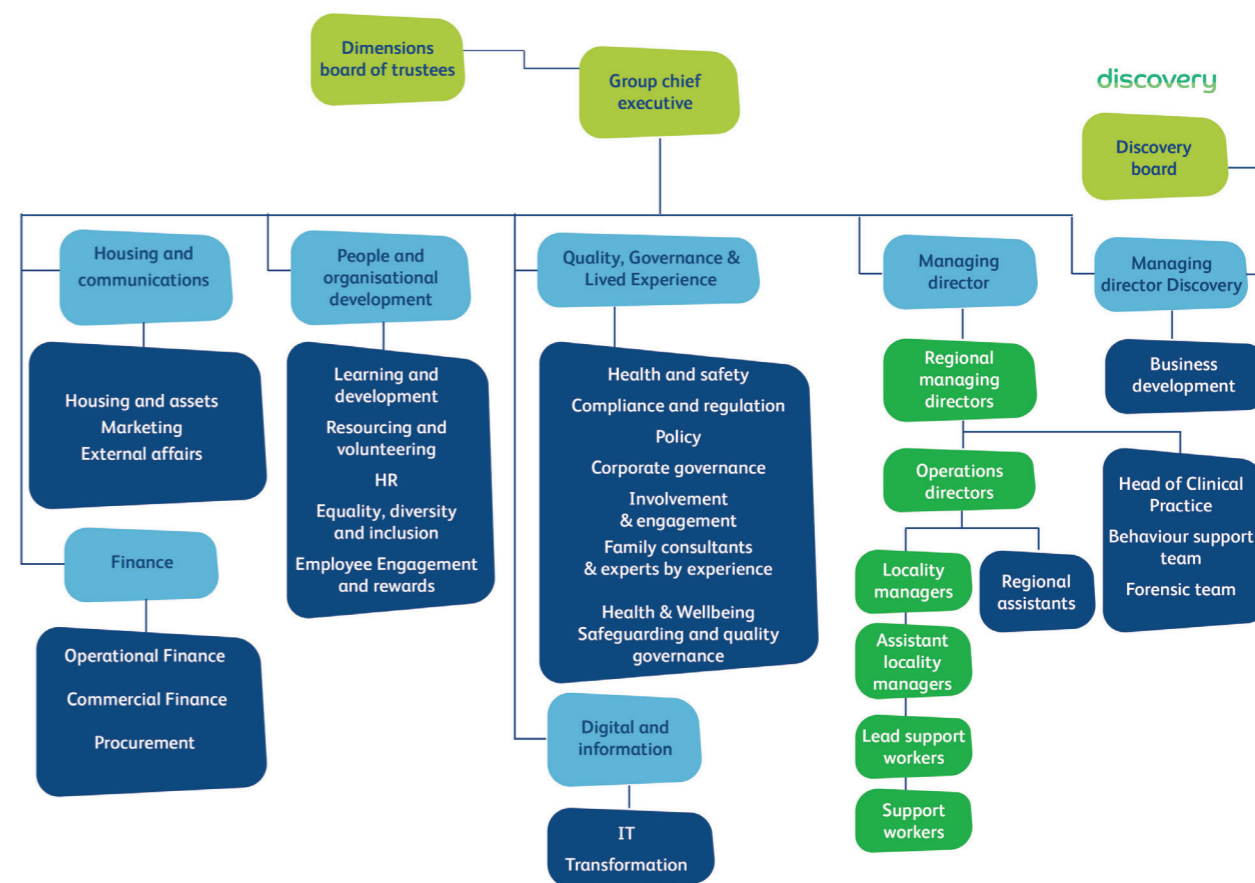
We are an inclusive employer, valuing the diversity of our workforce, being respectful of differences and making reasonable adjustments to ensure people reach their full potential.

Your hard work and dedication won't go unnoticed. You'll make a real difference to people's lives and could be nominated for our Inspiring People recognition scheme.

Our team and our values

We are a values based employer, which means we expect everybody to demonstrate our five core values:

- **Ambition:** helping people be the best they can be
- **Courage:** being brave enough to make a difference
- **Integrity:** being honest and fair in all the things we do
- **Partnership:** working with other people to make a bigger difference
- **Respect:** treating everyone fairly and knowing that everyone's voice is important.



Our career development programme:

Aspire

All permanent colleagues have regular opportunities to gain a place on our award-winning career development programme, Aspire.

If you secure a place, you'll explore new ways and opportunities to progress with help from a professional career coach.

Your coach will support you to develop your training, job shadowing and networking opportunities.

From here, you'll work together with your line manager to establish a career development plan and see how you can achieve your goals.

Our skills development programme:

Learning Connect

Learning Connect is a fresh and interactive online learning platform available to all our colleagues.

You'll have the opportunity to work through a wide range of training courses and development pathways – learning new skills and improving your knowledge in areas such as assertiveness, time management, project management and handling conflict.



Our benefits

Our sector-leading package of colleague benefits really builds up... Your benefits can be worth up to £1,220 per year.

Your reward

- Competitive salary.
- 30 days annual leave entitlement (including bank holidays), rising to 35 days.
- Pensions, including a money purchase scheme with employee and employer contributions.
- An occupational sick pay scheme.
- The opportunity for flexible working.

Looking after you

- Free access to the Employee Assistance Programme (EAP) with a 24/7 helpline for advice – also available to family members.
- A comprehensive wellbeing strategy and listening network.
- Free death in service life assurance cover.

Valuing you

- Discounts and cashback on shopping through Rewarding Dimensions.
- Recognition of excellence in our Inspiring People awards.
- £200 bonus for recommending a friend to work for us if they're employed.
- You may also benefit from a work mobile phone, our bike to work scheme, season ticket loans, and more.

Your development

- We provide a thorough induction and training programme when you join us.
- In addition to regular 1-2-1s and annual appraisals, we'll help you develop and progress your career.
- We've invested to provide you with free, ongoing access to a huge range of training and support to help you develop.

Moving on up

- We offer fantastic career development opportunities and have a 'promote from within culture'.
- Aspire, our award-winning career development programme, will support to you to develop the skills, confidence and experience to progress your career within the Dimensions Group.
- We provide financial bonuses every five years through our Long Service Awards.

“Every individual makes a difference to the quality of support we provide, whatever job they do”

Sam Smith

Group Director of People & Organisational Development

“At Dimensions we believe that each and every role within the organisation contributes to achieving our organisational purpose: supporting people with a learning disability or autism to enjoy life to the full.

We encourage people from our central services to get out and about, to meet our operational colleagues and experience the work we do to support people.

We recognise that all of our roles have a vital contribution to make. We ensure that everyone is aware of the individual difference they can make to the quality of support we provide, whatever job they do.”



Income Officer – Billing

Job description and person specification

Accountable to: Income Manager

Purpose of the role

To accurately and on a timely basis produce Sales Ledger invoices to our purchasers and people we support from the regional invoice instruction database and requests received from various sources within the Dimensions Group.

Liaise with Finance Assistant in Commercial Finance Team regarding queries and amendments to contracts.

Raise appropriate credit notes and adjustment invoices when necessary.

Resolve any invoice queries to agreed standards to ensure timely payment by our customers.

Work with cash allocation team members to resolve any queries surrounding invoices to keep unallocated cash to a minimum.

Core duties

- Ensure all sales invoices are raised as per the invoice instructions and in the correct financial period and covering the correct periods.
- Ensure these are e-mailed/posted to relevant customer.
- To raise any credit notes and ad hoc sales invoices as instructed and authorised.
- Complete and update status of the sales invoice database in order to review and check income at period end.
- Process recharges invoices using extract from Concur expense.
- Liaise with colleagues and 3rd parties as appropriate regarding queries to ensure prompt resolution.
- In addition to the above the Income Officer is expected to:
- Adhere to our policies, procedures and standards as published.
- Keep information about the people we support, colleagues and the company confidential.
- Undertake other duties from time to time as required by the Income Team Manager.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director
- Maintain confidentiality in accordance with our data protection policy and procedure
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
GCSE Mathematics and English (or equivalent)	Essential	Shortlisting/ Interview /

Experience		
Working in a busy team	Essential	Shortlisting/ Interview
Working in a finance position	Essential	Shortlisting/ Interview
Has previous invoicing experience	Desirable	Shortlisting/ Interview
Has previous cash allocation experience	Desirable	Shortlisting/ Interview

Skills		
Able to communicate clearly (both on the phone and via email)	Essential	Shortlisting/ Interview
Able to follow instructions and processes	Essential	Shortlisting/ Interview
Demonstrates an understanding of Dimensions' core values i.e. treating all people with dignity and respect	Essential	Shortlisting/ Interview
Able to organise files, folders and documents following guidelines issued	Desirable	Shortlisting/ Interview
Literacy skills, for example, sending emails to managers and operations staff	Essential	Shortlisting
Can demonstrate good numeracy skills	Essential	Shortlisting
Good computer literacy, for example, using Excel, Microsoft Office and Windows	Desirable	Shortlisting
Is pro-active in their approach to work and able to think outside the box Is pro-active in their approach to work and able to think outside the box	Desirable	Interview

Knowledge and understanding		
Demonstrate an understanding of simple sums	Essential	Shortlisting/ Interview
Knowledge of the sales ledger	Desirable	Shortlisting/ Interview

Attributes		
Can exercise confidentiality when dealing with financial and personal details	Essential	Shortlisting/ Interview

Ability to work as part of a team	Essential	Shortlisting/ Interview
Understanding of and commitment to Equal Opportunities	Essential	Shortlisting/ Interview
Able to work flexibly and to respond effectively to changes in workload	Essential	Shortlisting/ Interview



Better Lives for More People

Dimensions provides evidence-based, outcomes-focussed support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



Contact us

Email: resourcing@dimensions-uk.org

Telephone: 0300 303 9019

Find out more

www.dimensions-uk.org/careers

Find us on social media @DimensionsUK

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