

## **Job Description**

**Job Title:** Accounts Receivable, Cash & Credit Control Senior Assistant

**Reports to:** Transactional Services Manager

**Salary:** £23,695 - £28,846

**Location:** Oldbury, West Midlands

### **Purpose**

We need an experienced and dedicated Accounts Receivable (AR) Cash & Credit Control Senior Assistant to provide excellent services from our transactions team. You will be working in a team of up to 6 staff delivering accurate and efficient financial transaction processing services to the Charity.

We need a customer focused individual who will ensure all queries or issues are resolved in a timely manner or escalated as appropriate and provide support to their resolution.

### **Main Duties and Responsibilities**

1. Ensure all invoices are raised monthly and oversee any queries are resolved.
2. To chase outstanding debts and liaise with debt collection agency where necessary.
3. Update the daily cash balances and weekly cashflow forecast.
4. To support the Transactions Manager in mentoring and developing team members.
5. To support the cash team with the completion of the bank reconciliations each month.
6. To undertake allocations and balance sheet account reconciliations and resolve any differences.
7. To complete account reconciliations as necessary.
8. To proactively engage with customers (and members of staff where applicable via the telephone, e-mail and / or letter in advance of debts due to ensure issues that may cause payment delay or suspension are identified in advance.
9. Credit check and authorise customer accounts.
10. Authorise direct debit collection runs.
11. To complete weekly and month end reports in a timely manner

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12. To authorise or process journals and corrections onto the finance system as required.
13. To work with the Transactions Manager and where necessary lead, in identifying control weaknesses, driving improvements of processes and participating in relevant projects.
14. Ownership of delegated tasks and AR, Cash, Credit Control team requirements, as appropriate and directed by the Transactions Manager
15. To provide monthly reports, KPIs and analysis around the transactional accounting processes and deputise in the absence of the Transactions Manager.
16. To support the Transactions Manager in ensuring that the Transactional teams maintain up to date, effective and clear policies and procedures to foster a culture of compliance across the organisation.
17. To undertake other duties as required as an integral member of the wider Finance Team.
18. To undertake appropriate learning and development as identified through regular appraisals and reviews.
19. To fully engage with the business, including training and support of finance system users, to ensure that Shaw Trust Services is able to provide good customer service that is responsive to the needs of the business.
20. To adhere to Shaw Trust policies, procedures and quality standards.

### Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and

Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b></p> <p style="text-align: center;"><b>Job Title: Accounts Receivable , Cash and Credit Control Senior Assistant</b></p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>AAT qualification or actively working towards qualification / significant relevant experience <b>(E)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Previous experience working within a transactional/ledger team of a Finance Department <b>(E)</b></li> <li>Use of computerised accounting systems <b>(E)</b></li> <li>Experience gained in a similar sized organisation <b>(E)</b></li> <li>Previous Line Management experience <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>A good working knowledge of all Microsoft applications, with good working skills in Excel <b>(E)</b></li> <li>Ability to work with accuracy within deadlines <b>(E)</b></li> <li>Previous use of Business World software <b>(D)</b></li> <li>Ability to remain focussed and self-motivate <b>(E)</b></li> <li>Ability to problem solve and present solutions <b>(E)</b></li> <li>Ability to communicate at all levels of the organisation <b>(E)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>Commitment to customer service <b>(E)</b></li> <li>Willingness to act as an ambassador for the finance department <b>(E)</b></li> <li>Able to train and mentor colleagues and assist in their development <b>(E)</b></li> <li>Good communications skills, both orally and in writing <b>(E)</b></li> <li>Commitment to personal and professional development <b>(E)</b></li> <li>A corporate team player – able to focus on the good of the broader organisation, and the clients we serve <b>(E)</b></li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>This post requires a Disclosure and Barring Service Check at a Basic level <b>(E)</b></li> </ul>