



**Job Title:** Transactional Services Assistant

**Salary Range:** £20,000 – £25,000 (All Other Areas)

**Reports to:** Business Manager – Financial Accounts

**Location:** Bristol

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We need a Transactional Services Assistant to assist with the operation of the transactional processing within the Finance Department and to undertake other duties as required as an integral member of the Transactional Services Team.

To act in a customer-focused manner ensuring any transactional queries or issues are resolved in a timely manner or escalated as appropriate and provide support to their resolution.

### **Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

Job Title: Transactional Services Assistant

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<b>Competencies</b> <ul style="list-style-type: none"><li>• Embraces change and drives continuous improvement <b>(E)</b></li><li>• People centred in a commercial framework, takes accountability for results<b>(E)</b></li><li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li><li>• Collaborates and unites with others behind the organisations mission<b>(E)</b></li><li>• Provides a best in class service to all clients internal and external<b>(E)</b></li></ul>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• AAT qualification or actively working towards one <b>(E)</b></li></ul>
<b>Experience</b> <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>(D)</b></li></ul>
<b>Skills and Attributes</b> <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 Agresso Finance software <b>(D)</b></li></ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"><li>• Personal qualities, communicating and relating to others <b>(E)</b></li><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>• 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>
<b>Safeguarding</b> <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 Criminal Records Bureau disclosure at Basic Level <b>(E)</b></li></ul>
<b>Other</b> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li><li>• A desire to work within the Charity Sector <b>(D)</b></li></ul>

## **Main Duties and Responsibilities**

1. To assist with sales ledger, purchase ledger and cash/treasury operational functions.
2. To work flexibility across the transactional functions and to provide cross cover when required.
3. To process journals and corrections onto the Trusts accounting system as required.
4. To ensure all import transactions are actioned in a timely manner.
5. To post staff leaver and approved expenses onto the financial system.
6. To manage the Trust 's staff expenses systems.
7. To process international, faster and ad-hoc payments.
8. To ensure compliance with the Trust Investments policies and procedures.
9. To undertake allocations and monthly supplier, customer and balance sheet account reconciliations and resolve any differences in a timely manner.
10. To complete monthly bank reconciliations.
11. To support with scanning, loading and registration of supplier invoices onto the finance system.
12. To handle customer, supplier and staff enquiries and communications by phone and e-mail.
13. To Support the Business Manager – Financial Accounts on a day to day basis.
14. To be active in reviewing processes to ensure continuous improvement.
15. To fully engage with the business to ensure that the finance department is able to provide good customer service that is responsive to the needs of the business
16. To undertake other duties as required as an integral member of the Transactional Services Team.
17. To undertake appropriate learning and development as identified through regular appraisals and reviews.

18. 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 an Equality and Diversity 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.

