

Job Title: Cash, Accounts Receivable and Credit Control Administrator

Salary Range: £18,573 - £20,604

Reports to: Transactional Services Manager (Finance)

Location: Oldbury, West Midlands

We need a dedicated Accounts Receivable Administrator to provide excellent services from our transactions team. You will be working in a team of up to 8 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. To process payment runs daily including process international, faster and ad-hoc payments as required.
2. Assist in the production of sales orders.
3. Set up of customer records on the finance and other systems.
4. Support the Credit Controller with the chasing of debt as directed by the Credit Controller.
5. Deal with the opening of post and the sending of post on a daily basis.
6. Answer queries by e-mail and phone.
7. Provide admin support to the Finance Transaction Lead.
8. Carry out administrative tasks that support team colleagues as required
9. To support the Finance Transactions Lead 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.
10. To undertake other duties as required as an integral member of the wider Finance Team.
11. To undertake appropriate learning and development as identified through regular appraisals and reviews.

12. 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.
13. 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. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

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.

Person Specification

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(E = Essential D = Desirable)

Competencies <ul style="list-style-type: none">• Embraces change and drives continuous improvement (E)• People centred in a commercial framework, takes accountability for results (E)• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)• Collaborates and unites with others behind the organisations mission (E)• Provides a best in class service to all clients internal and external(E)
Technical competency (qualifications and training) <ul style="list-style-type: none">• Finance office experience (E)• Willingness to work towards AAT qualifications (D)
Experience <ul style="list-style-type: none">• Previous experience working within a transactional/ledger team of a Finance Department (E)• Use of computerised accounting systems (E)• Experience gained in a similar sized organisation (D)
Skills and Attributes <ul style="list-style-type: none">• A good working knowledge of all Microsoft applications, with good working skills in Excel (E)• Ability to work with accuracy within deadlines (E)• Previous use of Agresso Finance software (D)• Ability to remain focussed and self-motivate (E)• Ability to problem solve and present solutions (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• Commitment to customer service (E)• Willingness to act as an ambassador for the finance department (E)• Good communications skills, both orally and in writing (E)• Commitment to personal and professional development (E)• A corporate team player – able to focus on the good of the broader organisation, and the clients we serve (E)
Safeguarding <ul style="list-style-type: none">• Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)• Role requires a disclosure and barring service check at a basic level. (E)