

Job Description

Job Title: Accounts Receivable & Cash Team Assistant

Reports to: Transactional Services Manager (Finance)

Salary: £20,604 - £25,755

Location: Black Country House, Oldbury

Purpose

We need an experienced and dedicated Accounts Receivable & Cash Team Assistant 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 raise sales orders via the company finance system.
3. To process all transactions on the bank statements.
4. To complete bank reconciliations on a weekly basis, resolving all queries in a timely manner.
5. Allocate cash received to customer accounts.
6. Prepare direct debit collections and maintain the accuracy of customer direct debit records.
7. Authorise and set up new customer accounts / manage customer account details to ensure these remain accurate and up to date.
8. To undertake allocations, monthly debtor and balance sheet account reconciliations, resolving all differences in a timely manner.
9. 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.

10. Liaise with customers to collect overdue debt and resolve queries in a timely manner.
11. To run and issue monthly customer account statements and reminder letters.
12. To process journals and corrections onto the finance system as required.
13. To play an active role in identifying control weaknesses, driving improvements of processes and participating in relevant projects.
14. To provide monthly reports, KPIs and analysis around the transactional accounting processes.
15. 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.
16. To undertake other duties as required as an integral member of the wider Finance Team.
17. To undertake appropriate learning and development as identified through regular appraisals and reviews.
18. 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.
19. 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 or 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 align="center">Person Specification</p> <p align="center">Job Title: Accounts Receivable and Cash Team Assistant</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • AAT qualification or actively working towards qualification / relevant experience (E) • Embraces change and drives continuous improvement (E) • Provides a best in class service to all clients internal and external (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
<p>Experience</p> <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)
<p>Skills and Attributes</p> <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 Business World Finance software (D) • Ability to remain focussed and self-motivate (E) • Ability to problem solve and present solutions (E)
<p>Personal qualities, communicating and relating to others</p> <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)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

