

## **Role Profile: Finance Administrator – Sales Ledger**

**Team/Location:** Finance – Saltash / Hybrid

**Reporting to:** Finance Manager

**Job Level:** Level 5 Technical

### **Purpose...**

To support the administration and processing of accounting information, primarily Sales Ledger, in order to enable the preparation and presentation of accurate accounting reports, and to enable the Company to trade effectively.

### **You will be...**

Someone who is looking for an opportunity to work in an entry-level Finance role.

Experienced in a business-to-business client focused environment and be able to engage effectively with employees, clients and suppliers at all levels.

You will be highly organised and methodical with keen eye for detail, approachable and personable with the ability to engage positively with suppliers and internal customers.

A strong team player who is also able to work independently in a busy environment including working to tight deadlines.

### **The Role is...**

- To process all sales orders through to invoice in the Finance system ensuring invoices are coded correctly to enable accurate reporting and reconciliation.
- To post sales receipts and banking payments daily and to reconcile multiple bank accounts of various currencies on a monthly basis.
- Reconcile nominal ledger control accounts and other accounts to ensure accurate and timely accounting.
- To work as part of the team to maintain the sales ledger and ensure that customers receive their invoices promptly either by email or post.
- To investigate any queries on the Customer accounts, liaising internally with Sales, Customer Success, MLS teams and clients to resolve any problems.
- To set up new customer accounts and conduct credit checks on companies.
- To develop effective cash collection techniques and build relationships with customers to ensure that cash is collected in a timely manner thus reducing the Daily Sales Outstanding (DSO) of the company.
- To chase clients for payment via email and telephone and to use client online portals where appropriate to assist credit control.
- To produce, validate and submit monthly customer statements as part of the month end process.

- Plan, prioritise and organise personal weekly workload in order to meet deadlines and targets/objectives including for month end and year end accounting and to deliver workload ensuring compliance to processes and procedures.
- Record and maintain accurate and timely information to meet Company and accounting procedures and enable easy access where appropriate.
- Maintain security and confidentiality of all appropriate information, systems and Company property to ensure integrity of the business.
- Providing cover within the Finance team for both Sales and Purchase ledgers as and when required.

## You will have...

- Varied experience of administrative processes.
- Previous experience of working with a Sales Order system or equivalent and Invoice Discounting is desirable.
- A strong understanding of MS Office, including Microsoft Excel.
- Excellent attention to detail, organisational skills and accurate data entry with a keen eye for detail.
- Excellent business communication skills (verbal and written).
- The ability to actively display a positive attitude to change and business improvement.
- A good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).
- AAT level 2 or 3 would be an advantage but is not essential.

## Success in the role is...

- Ensuring timely debt collection.
- Good response times to the Sales Ledger mailbox.
- Compliance with processes and procedures.
- Excellent feedback from internal and external customers.
- Demonstration of Hemsley Fraser values.

## Role Profile: Finance Administrator – Sales Ledger

**Team/Location:** Finance – Saltash / Hybrid

**Reporting to:** Finance Manager

**Job Level:** Level 5 Technical

### Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for achieving role specific Key Performance Indicators (KPIs) at all times.

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
All debtors managed/chased regularly and escalated to the relevant party as required.	Financial	Excellence & Efficiency	<ul style="list-style-type: none"> <li>No debtors with debts 30 days past their due date</li> <li>Any debtors reaching 30 days past their due date escalated to the relevant sales owner or admin team</li> </ul>	Weekly	<ul style="list-style-type: none"> <li>Where all avenues have been exhausted and it has been escalated to the relevant sales owner or admin teams</li> </ul>
Maintain the accuracy of the sales ledger	Financial	Excellence & Efficiency	<ul style="list-style-type: none"> <li>100% of invoices to be posted into Dimensions and sent to the relevant client email or team email address</li> <li>Uphold data integrity and confirm the accuracy and validity of all transactions. For example, ensure data is posted with the correct date, in the right period, and with the appropriate VAT code, analysis code and cost centre</li> <li>All receipts should be posted on Dimensions and accurately allocated within a day where possible and remittance has been provided.</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Where Bank Holidays or Annual Leave interrupt this and it has been communicated to the Finance Manager</li> <li>Where volume of work is over 15% higher than expected volumes</li> </ul>

			<ul style="list-style-type: none"> <li>• All receipts without a remittance should be allocated in the same week and period</li> <li>• Bank reconciliations should be completed within 2 working days after the end of the month</li> </ul>		
Achievement of SLAs for all emails received into the Sales Ledger mailbox	Financial	Enablement & Excellence & Efficiency	<ul style="list-style-type: none"> <li>• 100% of responses to customer requests are sent within three days</li> <li>• 100% of responses to include meaningful, complete, accurate and detailed information to answer the customer request</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>• Where volume of work is over 15% higher than expected volumes</li> </ul>
<p>Uphold the team mission:</p> <p><i>To be a team that enables high performance of the wider 1HF global team through our excellence, expertise, enthusiasm and energy. We drive to deliver a positive internal customer experience and we collaborate so that our colleagues are empowered and enabled to succeed. We recognise that for the business to achieve results we are crucial in enabling the efficiency and productivity of our client facing teams, and so always strive to be responsive, agile and solutions focused, and to grow and improve ourselves to enable this</i></p>	Internal	Enablement & Excellence & Efficiency	<ul style="list-style-type: none"> <li>• Recognise our Purchase Ledger customers- both the 1HF team, and the external suppliers</li> <li>• High quality work is essential, any issues should be flagged to the Finance Manager as soon as possible</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>• None</li> </ul>
Balance sheet reconciliations (including through cost and prepaid/deferred income)	Financial/Internal	Enablement & Excellence & Efficiency	<ul style="list-style-type: none"> <li>• Through cost balance sheet reconciliations to be completed and sent out to the relevant team by 20th of each month</li> <li>• Prepaid reconciliations to be completed on a monthly basis</li> <li>• Resolve all finance related queries within the same month</li> <li>• Support the MLS team with the resolution of their queries where applicable</li> </ul>		<ul style="list-style-type: none"> <li>• Where Bank Holidays or Annual Leave interrupt this and it has been communicated to the Finance Manager</li> <li>• Where volume of work is over 15% higher than expected volumes</li> </ul>