

Financial Operations Administrative Assistant - Financial Operations - Financial Services - Grade D

Job Description

Purpose

To provide administrative support to the Accounts Payable and Accounts Receivable Managers and nominated deputies by ensuring that key financial processes operate efficiently and that financial controls are maintained. The scope of the role covers the whole university including subsidiaries and associated organisations.

Duties

1. To work as part of the Financial Operations team to contribute to the delivery of a high quality, customer focused team ensuring the timely and accurate processing of all income and expenditure for the University Group.
2. Process prime financial documents such as purchase and sales invoices, sales orders, purchase orders, credit notes and refunds in accordance with Financial Regulations and agreed documented Financial Operations team procedures.
3. Maintenance of financial records and files using the computerised ledgers, associated systems, spreadsheets and any manual systems as appropriate including the Supplier Portal, Proactis, Banner, and Business World.
4. Undertake day to day administrative duties, such as the operation of standard office equipment, handling and sorting incoming and outgoing post including emails and system-based requests.
5. Action the set up and maintenance of commercial customer records using the AR module within the University's finance software.
6. Dealing with the University Group's students, customers, staff and suppliers by email, telephone and in person.
7. Provide advice and support to students experiencing difficulties paying invoices, and guidance relating to supplier invoices, purchase orders and the payment of charges made to the University.
8. Liaise with all areas of the University, external agencies and suppliers to help with supplier onboarding, purchase and corporate card enquiries, goods receipting, invoicing and payment enquiries.
9. Operate within Financial Regulations, using agreed procedures and ensuring compliance within your sphere of responsibility. Support and assist with updates to documented processes and procedures. Provide administrative support to key financial processes.
10. Any other tasks as required by the Manager or nominated deputy which are commensurate with the grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working in a finance customer service environment (Application/Interview).
- Experience of purchase and sales ledger processing (Application/Interview).
- Use of Microsoft Office products including Teams, Word, Excel & PowerPoint (Application/Interview).
- A range of GCSE's including Maths & English GCSE Grade C or above (or equivalent) (Application).
- Working towards AAT Level 2 qualified or technical qualification in a Finance or Business Administrative related field or qualified by experience (Application)
- A polite and friendly manner with excellent customer service skills (Application/Interview).
- Effective written and verbal communication skills (Application/Interview).
- Ability to use IT effectively for spreadsheets and finance software (Application/Interview).
- Ability to maintain accurate records and minutes (Application/Interview).
- Ability to plan and prioritise a busy workload (Application/Interview).
- Ability to work flexibly, coping with conflicting demands and deadlines (Application/Interview).
- Ability to maintain all necessary confidentiality (Application/Interview).
- Ability to work independently on own initiative and as part of a team, referring to line manager as appropriate (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Work experience within the education sector (especially HE) (Application/Interview).
- A mixed experience of both the private and public sector is an advantage but not essential (Application/Interview).