# ROLE PROFILE

| **Accounts Team Member** | |
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| Reporting to: | Office Manager |

Role purpose:

To ensure financial records are accurate, up to date and reported in a user-friendly way

## Responsibilities

- Role model the company values and behaviours at all time: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Monthly and daily reconciliation
- Raise invoices and allocate payments.
- Send out statements
- Produce debtor reports and chase aged debts
- Manage, check and record the sales ledger
- Assist with the purchase ledger
- Raise credit notes
- Liaise with other departments where required
- Processes sales ledger month end including saving pdf copies of the VAT analysis and invoice and credit note ledger required for VAT returns
- Deal with various queries

| **Progression in role:** | **Training for role** |
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| **Entry** | |
| - Good spoken and written English <br> - Personable with positive attitude <br> - Strong interpersonal skills and demonstrates team spirit <br> - 6 GCSEs at grade C or above (Maths and English) <br> - Attention to detail <br> - Reliable <br> - Sense of humour <br> - Works well under pressure <br> - Takes a 'hands on' approach <br> - Excellent IT skills – must be competent in Excel | Company orientation and induction <br> General health and safety <br> Fire safety <br> GDPR – E-Learning <br> Manual Handling <br> Pegasus Opera system |
| **Competent – three months** | |
| - Works independently <br> - Good working knowledge of Pegasus Opera <br> - Processes customer refunds <br> - Processes supplier invoices matching purchase orders <br> - Produces weekly payment run for authorisation and processing by BACS | Written Communications <br> Diversity and Inclusion |

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| **Advancing**<br><br>• Able to train new team members in Pegasus Opera 3<br>• Handles complaints from owners/ suppliers with confidence and courtesy | Complaint handling |
| **Excellence**<br><br>• Actively takes on additional responsibilities<br>• Self-motivated<br>• Suggests ideas for improvement<br>• Coachee/ mentee support ongoing and recorded | Coaching and mentoring and/ or leadership development programme |
| **Key measures**<br><br>Manager feedback<br>Accuracy of output | |