

Finance Assistant

Basic information

Band: F

Job family: Finance

Terms: Six month fixed-term contract

Location: Cheltenham

Reports to: Income Manager

Team: Finance

Business unit: Finance & Corporate Services



Role purpose:

To assist with the collection of debts owed to the company, administrative tasks, and various duties relating to treasury and banking.

Key duties and responsibilities:

- Collect outstanding debts and improve cash flows, by working with customers to ensure prompt payment.
- Ensure that amounts owed remain within departmental KPIs, as defined by the Income Manager.
- Escalate outstanding debts for legal action, as required.
- Work closely with finance colleagues and wider UCAS staff, to resolve queries regarding sales ledger activity.
- Generate statements and reminder letters for mailing out to customers.
- Provide cover for cashbook analysis, cheque analysis, and posting of receipts.
- Develop and maintain relationships with customers by contacting them by telephone, email, fax or letter.
- Process incoming and outgoing departmental mail on a daily basis.
- Monitor finance email inboxes, responding to customers in a timely manner, or escalating items to colleagues.

Accountabilities:

- Responsible for managing own debt ledger, including administrative duties.
- Manage queries and disputed debt up to the point of legal action/payment plans.
- Work towards agreed KPIs and cash collection targets.
- Act as part of a cross-functional, flexible team – assisting and covering for colleagues, where appropriate.

Person specification:**Essential:**

- Educated to GCSE or equivalent in mathematics and English.
- Knowledge of Microsoft Office products, including intermediate (or better) Excel skills.
- Good understanding of sales ledger processes.
- Flexible approach to workload, providing cover for colleagues and willing to be cross-trained in all aspects of the team's work, including purchase ledger.

Desirable:

- Experience of working with finance packages.
- Experience of working in a credit control role.
- Driving licence for travelling to the bank (company pool cars available).

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.