



Finance and Publications Officer

Recruitment pack: April 2024

About the role

We have an exciting opportunity for an additional Finance and Publications officer to join ASDAN's skilled Finance and Publications team.

This is a varied and largely onsite role. The first six months of training and probation will be onsite at our main office in St George, Bristol, allowing you to familiarise yourself with our products, build your skills on our IT systems, and receive mentoring. After this probation period, you will work primarily from our main office, with opportunities to work from home on a rota basis.

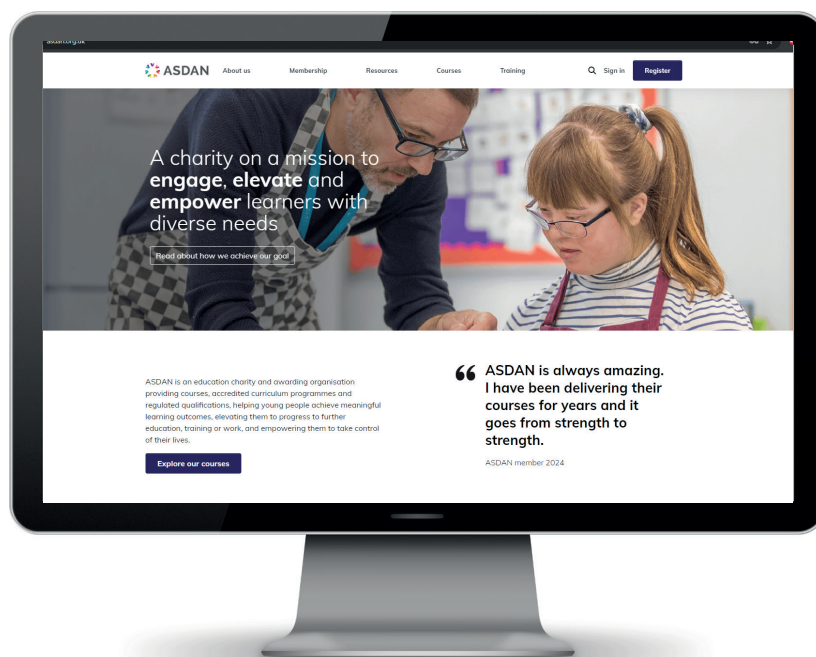
About us

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower young people aged 11 to 25 years in greatest need.

Our goal is to engage them through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of young people in greatest need.

We believe that young people should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

For further information about ASDAN, please visit our website: asdan.org.uk



About the role

About you

We are looking for a team player who can quickly learn and master our products and processes to give excellent customer service to colleagues and members, online and over the phone. You will have great attention to detail, striving for accuracy and continuous improvement and making progress towards your objectives.

You will have skills in building positive relationships with colleagues and with our members in schools, colleges, SEND provision, and community organisations.

You are highly motivated, professional, and calm under pressure. You are a team player, willing to learn and adapt to the changing priorities of the academic year.

For more information about the role

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➤ [Role description](#) (pages 5–7)

➤ [Person specification](#) (pages 8–9)



Conditions and how to apply

Contract	Permanent
Salary	Band 2 (£22,583 – £27,147 dependent on finance experience)
Hours of work	Full time: 37.5 hours, 5 days per week
Pension	Scottish Widows. Post holder has option of two levels of contribution: <ul style="list-style-type: none">• employee 3% employer 6%• employee 6% employer 9%
Leave entitlement	24 per annum days initially, rising to an additional day per year to maximum 32 days, in addition to statutory bank holidays.
Location	First six months of training and probation onsite at ASDAN's main office, with future opportunities to work from home on a rota basis.

How to apply

To apply for this position please visit the vacancies section of the ASDAN website asdan.org.uk/vacancies where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form. Only applications made using the application form will be considered.

Within your application form, please include a clear outline of why you feel you would be a suitable applicant for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please email your applications to personnel@asdan.org.uk

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates

- **Applications close:** 9am on Tuesday 14 May 2024
- **Interviews:** Monday 20 May 2024

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

For an informal conversation about this opportunity, please contact personnel@asdan.org.uk to arrange.

Role description

Title	Finance and Publications Officer
Accountable to	Financial Accountant
Liaison with	Finance Manager and other finance and publications officers

Job purpose

To work as part of the finance and publications team to provide a quality service to colleagues and customers by delivering support, within agreed procedures and timelines, in a variety of accounting and publications functions. To offer frontline support to customers for finance and publications matters.

Responsibilities

- 1 Sales ledger duties
- 2 Customer service
- 3 Credit control
- 4 Publications team activities onsite
- 5 Unlocking and locking of building on rotation, and liaising with tenants onsite
- 6 Purchase ledger duties
- 7 Nominal ledger duties
- 8 Period end
- 9 In common with all staff

Key duties

1. Sales ledger duties

- a Use systems accurately to create sales invoices.
- b Use systems accurately to process customer receipts and carry out banking procedures.
- c Processing and paying customer refunds.
- d Processing changes to memberships, correcting accounts and invoicing accordingly.
- e Processing leavers, updating accounts and raising credit note accordingly.

2. Customer service

- a Deal with telephone, email and other enquiries relating to accounts and assist colleagues with related enquiries, in line with customers' and suppliers' expectations.
- b Contribute to the quality customer service provided by ASDAN by providing helpful, friendly responses to external and internal queries, including general enquiries.
- c Answer the door to visitors and couriers for collections/deliveries.
- d Distribute incoming post to other departments and tenants.

Role description

3. Credit control

- a Perform team duties for credit control, using SAGE and Credit Hound, paying particular attention to customer payment dynamics on timing such as the end of term.
- b Perform debtor analysis/KPIs and coordinate suitable actions across teams, to maximise membership retention and reduce ASDAN's debt risk.

4. Publications team activities on-site

- a Organising and delivering training packs for training courses, and distribution to delegates.
- b Picking customer orders for publications from stock and packing for dispatch.
- c Creating labels, following despatch procedures for courier service (Fedex) and preparing items for Royal Mail.
- d Preparing orders, checking and processing on SAGE Intacct.
- e Preparing and emailing invoices for publications with all tracking information included.
- f Resolving customer and colleague queries.
- g Processing stock returns.
- h Placing orders for stock and stationery.

5. Unlocking and locking of building on rotation, and liaising with tenants onsite

- a Touring the building and checking everything is secure, on rotation (at least two colleagues on duty).
- b Unlocking and locking of building on rotation, and liaising with tenants onsite.

6. Purchase ledger duties

- a Use systems accurately to post purchase invoices/credit notes, purchase orders, expenses and credit card vouchers.
- b Check that the nominal codes are being used correctly and consistently and matched to correct budget headings.
- c Reconcile supplier statements to the purchase ledger.

7. Nominal ledger duties

- a Complete monthly bank reconciliations to include reconciliation of foreign currency accounts.
- b Prepare monthly fixed asset depreciation journals and post to ledgers.
- c Prepare prepayments and accruals and post to ledgers.
- d Check nominal codes are being used correctly and consistently on an ongoing basis. Identify anomalies and prepare journals for correction.

Role description

8. Period end

- a Carry out month end reconciliations for both the sales and purchase ledgers.
- b Reconcile supplier statements to the purchase ledger.
- c Prepare analysis of expenditure as requested by the Finance Manager.
- d To work with the Finance Manager and Directors in preparing month-end sales analysis reports as and when required.
- e Assist the Finance Manager as required and actively participate in the work of the Finance team to provide a high quality financial service to ASDAN.
- f Undertake other duties as may be required from time to time.

9. In common with all staff

- a To support the charitable purposes of ASDAN.
- b To actively work to secure the sustainability and growth of ASDAN.
- c To manage ASDAN's resources effectively and efficiently.
- d To provide the highest standards of customer service to customers of ASDAN.
- e To support collectively leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders.
- f To participate in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post, supporting ASDAN's strategic objectives.
- g To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy.
- h To uphold and promote ASDAN's Equality policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity.
- i To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation.
- j To keep up to date, for the efficient execution of the role, with new legislation, procedures and methods.
- k To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information.
- l To present an appropriate professional image of ASDAN.

It should be understood that this job description may change as ASDAN develops, following discussion and agreement with the post holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments.

Person specification

Qualifications and experience	Essential or desirable
<ul style="list-style-type: none"> • Good GCSE (English and maths at Grade C/5 or above) or equivalent vocational qualification results 	Essential
<ul style="list-style-type: none"> • High level of personal organisation and administrative skills with the ability to meet deadlines 	Essential
<ul style="list-style-type: none"> • Attention to detail 	Essential
<ul style="list-style-type: none"> • Being presentable, with good interpersonal and skills 	Essential
<ul style="list-style-type: none"> • High level of literacy and numeracy 	Essential
<ul style="list-style-type: none"> • Providing high standards of customer service 	Essential
<ul style="list-style-type: none"> • Experience of using administrative systems and processes 	Desirable
<ul style="list-style-type: none"> • Experience in a finance role, with qualifications up to and including Association of Accounting Technicians (AAT) or equivalent 	Desirable

Skills, knowledge and expertise	Essential or desirable
<ul style="list-style-type: none"> • Professional interpersonal and communication skills with a demonstrable positive approach to supporting colleagues 	Essential
<ul style="list-style-type: none"> • High standard of English written and verbal communication skills, enabling the candidate to apply best practice communications with colleagues, contacts and customers in a business environment 	Essential
<ul style="list-style-type: none"> • Ability to maintain a high degree of confidentiality 	Essential
<ul style="list-style-type: none"> • Happy to adapt to changing circumstances; able to learn and retain our business processes and knowledge quickly, with the capability to adapt to evolving product and procedure changes readily 	Essential
<ul style="list-style-type: none"> • Confident with the appropriate ICT and good knowledge of the Microsoft Office packages 	Essential
<ul style="list-style-type: none"> • An aptitude and willingness to learn and use the relevant operational IT systems to a high level of skill 	Essential
<ul style="list-style-type: none"> • Ongoing commitment to self-development and a willingness to learn new skills 	Essential
<ul style="list-style-type: none"> • Ability to identify and address errors and inaccuracies 	Essential
<ul style="list-style-type: none"> • Ability to prioritise tasks to meet deadlines 	Essential
<ul style="list-style-type: none"> • Knowledge of GDPR and the Data Protection Act 2018 	Desirable

Person specification

• Knowledge of safeguarding best practice	Desirable
• Knowledge of SharePoint	Desirable

Personal qualities for this role	Essential or desirable
• Reliable, punctual and committed	Essential
• Highly professional standards of behaviour at all times	Essential
• Highly motivated and proactive with a can-do approach	Essential
• A collaborative team player	Essential
• Calm under pressure and in changing circumstances	Essential
• Flexible, friendly and helpful	Essential

Personal qualities expected of all staff
<ul style="list-style-type: none"> • Demonstrable commitment to high standards of customer service • Highly professional standards of behaviour at all times • Diligently apply principles of GDPR and information assurance. • Highly motivated and proactive • A collaborative team player • Calm under pressure and in changing circumstances • Flexible, friendly and helpful • Able to work positively and creatively, combining a responsible approach to securing ASDAN's core business and heritage with an entrepreneurial approach to winning and growing new business



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