

Job Description and Person Specification

Apprentice Finance Assistant

Contract Type	Apprentice NVQ Level 3, 12 month fixed term contract
Location	Isledon Head Office, Busworks, 39-41 North Road, London N7 9DP
Hours	Flexible. 37.5 hours per week including weekly training days
Reports to	Finance Manager

1 Job Description

1.1 What is the overall purpose of the role?

You will work as part of our finance and bookings team to ensure that all financial transactions with both customers and suppliers are accurate, timely, and compliant with good practice, and that the experience for customers and suppliers dealing with us is friendly and positive.

1.2 Key activities and responsibilities

Prepare invoices for services we have provided and send to customers

Enter and manage transactions in Sage (accounting system)

Deal with customer phone and email enquiries about billing and other matters, courteously, professionally and accurately

Support our bookings team with enquiries about invoicing and payment

Take payments for services over the phone

Reconcile bank and card statements with records in Sage

Process supplier invoices and liaise with relevant managers for sign-off

Support Finance Manager with payroll and expenses management where needed

Ensure records are filed accurately

Liaise directly with the youth hubs at Lift, Platform and Rose Bowl, including collecting paperwork for processing and responding to queries

2 Person Specification

2.1 You are

Passionate about quality, detail and accuracy in systems

Friendly, cheerful, positive and motivated about the work we do with young people and organisations hiring our facilities

2.2 Education, qualifications or experience

AAT Level 2 Accounting qualification preferable

Good standard of maths

Comfortable with computer systems, Microsoft Office and Sharepoint

2.3 Knowledge, skills and abilities

Enjoy multi-tasking in a busy environment

Good, positive phone manner, able to listen well and understand clients' issues

Confident with mental arithmetic

Looking for development and training opportunities

Believer in supportive environments, sharing with colleagues and putting young people at the heart of everything we do

An understanding of safeguarding children and young people and how to maintain appropriate professional boundaries

An understanding of equality and diversity with the ability to challenge discriminatory behaviour