**Job Description**

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| Role Title | Accounts Assistant – Accounts Receivable |
| Department | Finance  |
| Reports to | Financial Controller |
| Location | Horticulture House, Chilton, Oxfordshire |
| Hours/week | Full time role (35 hours/week) |
| Status  | Permanent |
| Role purpose | To assist in the day to day running of the Accounts Receivable function within the Finance Department. |
| Key stakeholders | * Members and non-members
* All employees
* Service providers, Suppliers,
* Auditors, Financial Institutions,
* Government Agencies
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| Key performance indicators | * Accurate & timely production of all tasks.
* Effective written, verbal and electronic communication.
* Prompt resolution to queries.
* Compliance with Financial and Data Protection Regulations
* Demonstrates aptitude for learning
* Role models our organisational values (Collaboration, Integrity, Innovation & Influence)
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**Key Responsibilities**

* Liaise with members and non-members to recover outstanding debts (Credit control).
* Resolve queries relating to sales ledger invoices and payments in a timely manner.
* Respond to incoming telephone calls and emails.
* Record member contact ensuring that the interaction and outcomes are input to the membership database (CRM) to maintain records and reference member data.
* To ensure that Sales ledger accounts are reconciled to reflect an accurate debtor balance.
* Generate Credit Notes and Refunds in CRM and Sage.
* Process payments to Barclays.net.
* Create new Direct Debit mandates, Direct Debit files and process Direct Debit collections.
* Process any Direct Debit rejections in CRM and Sage
* Create and dispatch monthly statements.
* Assist with the month-end Sales Ledger close.
* Process paper voucher claims in accordance with HTA Credit Control policy.
* Assist with the annual company audit.
* Follow organisational process and procedures to ensure member expectations and agreed service level agreements are met.
* Manage and protect member and customer information in accordance with HTA policy and General Data Protection Regulations.
* Undertake such other duties, commensurate with the responsibilities above, as may from time to time be required by members of the HTA management team.

**Essential Skills and Qualifications:**

* Previous experience of working in a Finance Department.
* Credit control experience.
* An organised individual, who can work indepently and within a team environment.
* Strong attention to detail and a high level of accuracy.
* Knowledge of MS office, including Microsoft Excel and Microsoft Outlook.
* Effective written, verbal and electronic communication skills.
* Adaptable, who can confidently work within a changing environment.

**Desirable Knowledge, Skills and Experience required:**

* Previous experience within the Horticulture industry.
* An enthusiasm for gardens/gardening, the outdoor environment and contributing positively to it.
* A working knowledge of Sage (any version) and CRM.

**Behavioural competencies**

* Drive and commitment to make things happen.
* Positive attitude and problem-solving approach.
* Strong customer focus.
* Able to effectively engage and build effective relationships.
* Collaborative team player with the confidence to work independently.
* Self-motivated and able to work under own initiative.

**HTA Core Purpose**

We help our members to flourish.

**HTA Mission Statement**

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

**Our Values**

**Collaboration**

Approachable, responsive, and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a ‘can do’ attitude.

**Integrity**

Demonstrate honesty, trust, openness, and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

**Innovation**

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

**Influence**

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience.