**Finance Trainee**

**Role Profile**

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| Role Title | Finance Trainee |
| Department | Finance |
| Reports to | Finance Manager |
| Location | Office based |
| Hours/week | Full time (35 hours/week) |
| Status | Permanent |
| Role purpose | To support the finance team by providing valuable assistance with a variety of financial tasks and processes including credit control, reconciliation, and financial reporting.  The role supports the team in maintaining accurate financial records, ensuring smooth operations, and contributing to the overall financial health of the organisation. |
| Line management: | None |
| Key areas of responsibility | 1. Financial processing 2. Credit control 3. Reconciliation 4. Reporting & financial administration 5. General finance & administrative support 6. Personal development |
| Key stakeholders | * Finance team * IT team * Members |
| Key performance indicators | * Accurate & timely production of all tasks * Adheres to departmental and organisational processes and procedures to ensure member expectations and agreed service level agreements are met. * Prompt resolution of queries * Prompt escalation of issues to manager * All work is carried out with the utmost of confidentiality * Positive feedback from team members and members * Compliance with legal Financial and Data Protection Regulations * Role models our organisational values (Collaboration, Integrity, Innovation & Influence) |

## **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**

Our culture is centred on our 4 organisational values. They underpin everything we do at the HTA.

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| 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. |

## **Key Responsibilities**

## Financial processing

* Assist with the processing of invoices, payments, and receipts, ensuring accuracy and timely recording.
* Assist in creating and issuing invoices to members and non-members.
* Process payments to Barclays.net.
* Ensure invoices are accurately recorded in the sales ledger system, with correct dates, amounts and terms.
* Record incoming payments against invoices in the sales ledger.
* Ensure payments are correctly matched to customer accounts and applied to the correct invoices.
* Generate and record credit notes and refunds in CRM and SAGE. Ensure credit notes are correctly matched to original invoices and adjustments made in the sales ledger.
* Resolve queries in relation to sales ledger invoices and payments in a timely manner.
* 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.

## Credit control

* Manage queries from our members via phone and email, offering excellent customer service and clear communication. Provide data as required e.g. account statements or summaries.
* Help monitor outstanding invoices. Liaise with members and non-members via phone, email or letters to recover outstanding debts and overdue payments.
* Ensure that payment terms are adhered to and report on any accounts that exceed credit limits or agreed payment terms.
* Help maintain an accurate aged debtor report to track overdue accounts and escalate as needed.
* Process paper voucher claims in accordance with HTA Credit Control policy.
* Collaborate with our finance and IT teams to ensure the quality of our financial data
* Maintain an accurate record of all communications with members and suppliers regarding credit control.

## Reconciliation

* Assist with monthly bank and cash reconciliations to ensure all transactions are accounted for accurately.
* Reconcile supplier and member accounts to ensure accuracy and identify any discrepancies.
* Investigate and resolve any reconciliation issues or discrepancies, working with the team to take corrective actions
* Support in reconciling credit card statements and other financial records
* Support the preparation of financial reports and help ensure that all figures are aligned with bank statements and ledgers.

## Reporting & financial administration

* Record all interactions and outcomes with members into our membership database (CRM) to maintain records and reference member data.
* Manage and protect member and customer information in accordance with HTA policy and General Data Protection Regulations.
* Help in preparing monthly financial reports, assisting with tracking income and expenditure.
* Maintain accurate records of financial transactions in the accounting system.
* Assist with VAT returns and provide support in compliance and auditing tasks.
* Support month-end and year-end processes, including preparation for annual company audit.

## General finance & administrative support

* Provide administrative support to the finance team as needed.
* Assist in maintaining accurate financial filing systems and ensuring that documents are stored securely.
* Support the Finance Manager with ad-hoc tasks and projects as they arise.

## Personal development

* Take responsibility for own learning and development, actively engaging in training opportunities, seeking feedback, and applying new skills. Participate in professional development activities if desired/relevant.

## **Essential Qualifications, Experience & Skills**

* Degree level qualification in a relevant discipline e.g. finance, accountancy, business or economics, and a keen interest in finance
* A proactive, team-oriented attitude with a willingness to learn
* Fully fluent in English with excellent spoken and written English
* Excellent communication skills, with the ability to interact professionally and clearly with members via phone and email
* Strong customer focus
* IT literate and skilled at using Microsoft Office, particularly Excel. Able to pick up new software packages quickly.
* Strong organisational skills and attention to detail
* Able to produce high quality work in a fast-paced environment
* Strong analytical and problem-solving skills with a positive approach
* Self-motivated and able to work under own initiative
* An enthusiasm for working within the gardens/gardening, the outdoor environment and/or sustainability
* Full UK Driving Licence and vehicle for travel if required