



JOB DESCRIPTION

JOB TITLE:	Financial Administrator – LOAF Catering
LOCATION OF POST:	LOAF Cafe Bakery <i>The post holder will be required to work across any of the NOW sites as required</i>
RESPONSIBLE TO:	Financial Controller
REPORTS TO:	Senior Finance Officer
HOURS:	37.5 hrs per week
SALARY:	Band 3 – Salary scale £16,000 - £18,000
BENEFITS:	22 days annual leave plus 12 statutory days Holiday Purchase Scheme Work Life Balance Policy Access to Confidential Staff Counselling & Financial Advice Service Stakeholder Pension Scheme Employers for Childcare registered
MAIN FUNCTION:	To provide administrative and financial support to the Loaf cafes and Corporate catering division of the organisation. This post is managed by the Financial Controller but the post holder will be supervised by the Senior Finance Officer on a day to day basis. The post holder will be a member of the finance team which provides financial support to the wider NOW Group NI.

MAIN RESPONSIBILITIES

Customer/Stakeholder

1. Corporate Catering Bookings: Daily processing of all corporate catering bookings in line with the process ensuring all stakeholders (kitchen, drivers finance etc) are communicated with in a timely and orderly manner. Handle all customer queries resolving to a satisfactory solution. Provision of all associated administrative duties to ensure accurate and timely invoicing of all related sales.
2. Phone: Answering the telephone in a professional and courteous manner, ensuring all messages are accurately recorded and forwarded to the appropriate persons.
3. Customer database: To maintain an excel database of orders/customers for future analysis by operations and finance team.
4. Customer Feedback: Collation of all customer satisfaction surveys, analysis and summarising feedback for all cafes, compiling monthly reports.

Finance

5. Cafe till takings: To process and reconcile daily café till takings for all cafes and post onto sage on a weekly basis. Follow up any discrepancies to a satisfactory conclusion, escalating to Senior Finance Officer/Financial Controller as appropriate.
6. Credit Control: To perform all credit control duties relating to corporate catering customer accounts reporting to the Senior Finance Office on a monthly basis.





7. Banking: Participate and provide cover for banking of all cafe takings in the absence of cafe supervisor.
8. Loaf Cafe Petty cash: Handling, processing and reconciliation of petty cash with accurate and robust record keeping. Responsibility for replenishment of float as and when required.
9. Corporate Catering sales invoicing: Inputting all sales invoicing information into a database to facilitate sales invoicing by the Junior Finance Officer. Issuing all invoices to customers and dealing with invoice queries arising to satisfactory conclusion with the assistance of the Junior Finance Officer.
10. Corporate Catering sales receipts: To process all payments received from customers received in a variety of forms (cheques, credit cards, direct debits etc).
11. Sage Input: Preparation and input of all corporate catering customer payments onto Sage reconciled on a weekly basis.

Internal Processes

12. Cafe purchase ordering: Maintain a manual purchase order system for all cafes ensuring accuracy, compliance and timely completion of all information.
13. Stock taking: To organise co-ordinate and assist with end of month stock takes for all cafes compiling all documentation and submitting to the Senior Finance Officer.
14. NOW Group Staff expenses: To collate, validate and process staff expenses in line with the NOW Group **staff** expense timetable.

Learning, Growth & Sustainability

15. Assist in support and supervision, and annual appraisals and ensure that agreed targets for work performance are in place and are met.

Health and Safety

16. Maintain a work ethic that reflects the Health and Safety policy in all areas from daily hazard checks, fire safety practices.

Equal Opportunities

17. Understand and promote equality of opportunity.

Other

18. To keep pace with developments within the community and voluntary sector in relation to training and employment opportunities and assist partners in ensuring we have in place appropriate actions to maintain Quality Standards.
19. Undertake any training and carry out any other duties as deemed appropriate to the post by Senior Management.

This job description is not definitive and may be subjective to review as the duties and responsibilities determine.





PERSONNEL SPECIFICATION FOR THE POST OF FINANCIAL ADMINISTRATOR

SHORTLISTING CRITERIA

This personnel specification indicates the essential and desirable qualifications, experiences, skills, abilities, knowledge, values and/or attitudes that you require to be able to carry out the duties of this post. When completing your application form it is therefore important to indicate how you meet each of the criteria listed below.

ESSENTIAL CRITERIA

Circumstances

1. A full current driving licence and access to a car. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.
2. Ability to be flexible and adaptable.
3. Excellent written, verbal and listening skills.
4. The ability to prioritise workload and work to deadlines.

Qualifications

5. GCSE or equivalent level 2 qualification in maths and English.
6. Level 2 qualification in Business administration or ICT.

Experience

1. Experience of inputting data to an accounting package.
2. Sound working knowledge of Microsoft Office with demonstrable proficiency in MS Excel.
3. More than one years experience in an finance administrative role.
4. Knowledge & experience of book-keeping, financial & office administration.
5. Excellent organizational skills.
6. Commitment to customer care.

DESIRABLE CRITERIA

1. Experience of financial processes within a catering/retail industry.
2. Hold an accredited bookkeeping qualification/ A Level Accounting.
3. Experience of operating a Sage accounting package.

Please note that shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.

