**Job TITLE Finance & Administration Team Leader**

**POSITION IN ORGANISATION**

**Reports to:** Finance & Infrastructure Manager **Division:** Direct365

**The Organisation:**

Our vision is to be the UK’s number one provider of essential workplace products and services for small businesses. We value helpfulness, reliability and innovation within our employee base, and believe in giving everyone the freedom to do what they do best. Our aim is to combine our buying power with friendly expert advice for everyone’s peace of mind that the job’s well done.

#### MAIN PURPOSE

The Finance & Administration Team Leader will be responsible for leading and developing the smooth and efficient running of the Finance Team & Admin Team, which covers Purchase Ledger, Accounts Receivable, Stock Control, Billing, Order Processing and Queries. You will lead the finance and admin processes for Direct365 and deliver accurate financial accounting records for the business. The role requires a high level of accuracy, standards and controls on which the basis of Direct365’s finances are successfully managed.

The role involves the development of existing relationships cross-departmentally with Suppliers, Customer Service, Credit Control and Sales to ensure the Sales to Cash process is slick and efficient, ensuring the best possible service to both our customers and supply chain.

With a keen eye for detail and excellent communication skills, you will be responsible for ensuring deadlines are set and targets are met with optimum efficiency and ensure team members are developed to their full potential. Proactive and reactive communication is a must with all internal departments, sub-contractors, and customers, supporting the work of management and other colleagues. You will work in a challenging, rewarding, motivational culture and environment, where the role-holder can directly influence business success.

**KEY TASKS - OPERATIONAL**

1. Ensure professional and accurate reporting processes to D365 Finance & Infrastructure Manager and other internal & external stakeholders in relation to periodic accounts and yearly accounts.
2. To ensure purchase ledger invoices are processed, queried, and reconciled accurately and in a timely fashion in order to comply with our Supply Chain standards whilst also ensuring our cost base is managed accurately.
3. Oversee preparation of period end reports.
4. Forward-planning the workloads and deadlines for the team, prioritising workflows accordingly. Factoring in any team holidays and/or other absence.
5. Ensuring Monthly and Periodic deadlines/targets for self and team are achieved.
6. Development of current and new processes to safeguard the controls of key financial data and cost management of the business.
7. Processing of invoices, payments, Direct Debit and Cash Allocation.
8. Accurately process orders and deal with all aspects of account changes and related customer care.
9. Raise credits, additional invoicing and addressing subcontractor feedback whilst building upon customer relations.
10. Produce invoices, contracts, and service agreements for customers.
11. Authorising and overseeing supplier payment runs and BACS payment runs twice per month.
12. Monitoring cash flows in line with expected payments – making Finance Manager aware of any concerns or timing issues.
13. Report regularly to the Finance Manager on all activities relating to the role and daily performance.
14. Resolving/responding to all internal and external queries/communications within a 24 hour SLA.
15. Escalating any issues or queries, both internally and externally, as necessary to bring about effective resolutions in a timely manner.
16. Checking and setting up new suppliers on SAGE.
17. Overseeing of stock room processes - periodic stock takes (weekly if possible), and monitoring of stock levels & stock management including processing of returns.
18. Working on ad-hoc projects with the necessary team leaders and/or managers, working on driving the business forward through efficiency and preparing for growth.
19. Any other duties as required by the Finance & Infrastructure Manager.

**KEY TASKS – People Management**

1. Actively work to create a positive atmosphere, which motivates and provides direction for staff to perform in line with the team and departmental business objectives.
2. Driving the team to achieve individual and team performance indicators.
3. Set, regularly communicate and manage clear expectations of appropriate behaviours and standards.
4. Effectively communicate business strategy and ensure that Team members are fully briefed on new information, processes, products and services within agreed timescales in order to carry out their role effectively.
5. Responsible for recruitment, training and development of new and existing staff through induction, regular 1:1’s and appraisals.
6. To work as part of a team to develop the concept of One Team = One Organisation, taking ownership of challenges and foster an environment of continuous improvement.
7. Responsible for resolving any issues within the team, managing holiday requests and timetables, and effectively managing any sickness, grievances or underperformance.

**PERSON SPECIFICATION**

1. Minimum 3 years’ experience working in a Finance Role with Supervisory experience.
2. Ability to Manage and Motivate
3. Excellent interpersonal skills with an excellent telephone manner.
4. Team player, with the ability to portray a positive attitude at all times.
5. Strong leadership/management skills and excellent time management.
6. Able to manage own administrative workload whilst paying attention to detail.
7. Excellent verbal and written communication skills.
8. Excellent numeracy skills.
9. Well presented with a positive, proactive approach.
10. IT Literate – MS Office, Excel, Outlook, Access, PowerPoint packages and the ability to adapt to new systems.
11. Proactive and keen to drive efficiencies & positive change.
12. A positive empathetic attitude.
13. An understanding and sound knowledge of the Direct Debit Scheme.

**QUALIFICATIONS**

1. Finance Qualifications in Part or Full
2. C Grade or above Maths and English G.C.S.E or equivalent
3. A Levels or equivalent desirable
4. Supervisory qualifications are also desirable

**CONTACTS AND COMMUNICATION**

**Internal**

* Management Team
* Team Leaders
* Internal staff

**External**

* Suppliers and subcontractors (Both Group and External)
* Customers
* Group Finance