

Job Description

Job title:	Sales Ledger		
Department:	Central – Finance		
Job Family	Operational Specialist		
Location:	Whitehouse		
Reports to:	Payroll & Accounts Manager		
Salary Point*:	1 to 3	Hay points*:	175
Evaluated date*:	May 2025		
Hours / week:	Up to 37 according to business need		
Status:	Permanent – Full Time		
DBS:	Basic		
Supervisory responsibilities	No		
Job Shares will be considered for this post	Yes		
This position requires travel around the county and the ability to work flexible hours.			Yes

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning, Coaching & Advice, Employment and RF Works.

This role sits within the Central department and is part of the Finance team. You will work with departments across all divisions of Realise Futures. You will support the business with raising invoices to customers, chasing outstanding debts and investigating discrepancies, following company policy. This role will contribute to the company Audit and support the Payroll & Accounts Manager with all aspects of financial management and maintain the data within the Finance system.

This role is subject to a DBS check

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

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info@realisefutures.org

www.realisefutures.org

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Administrating & ICT

-Use the Finance system to access, input and compile data reports

Supporting, Advising & Guiding -including Cust Service

Be the first point of contact for customer queries and escalate to Payroll and Accounts Manager if needed

Assist employees in interpreting and applying the age debt policy, standards and procedures to ensure they are understood and implemented in a timely fashion

Ensure that the customer invoices are sent out on time and to the correct customer, issue statements and deal with customer queries relating to income

Systems and Standards; Compliance

Understand finance and audit legislation and keep up to date with external legislative changes

Be responsible for own area of work when preparing for the company internal audit, ie ensure that all deferred income and accrued income etc are logged correctly to help the audit run smoothly

Job Specific Technical/Manual

Coordinate the company debt chasing policy and process, ensuring all debts are actively chased or written off appropriately. Offering support and advise to managers where necessary

Contribute to finance projects and undertake specific tasks to support implementation to all stakeholders

- Administering and reconciling floats, petty cash, Box of veg round, PayPal/Stripe
- Bank Signatory
- Banking duties, inc income counting, journaling and preparation for G4S collection, ordering coinage from G4S
- Periodically amend electronic forms that are used by multiple sites, for the recording of financial transactions
- Monitoring various income streams, raising invoices, reconciling income and communicating with appropriate internal and external contacts

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See over/...

<p>1. Know-How:</p> <p><i>Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.</i></p>	<p>The skills, expertise, and training required for the job are:-</p> <ul style="list-style-type: none"> - up-to-date knowledge of Finance legislation - Strong communication skills - Ability to analyse financial data - Knowledge of finance systems - Ability to use Microsoft programmes, especially Excel - Actively demonstrate a continuous improvement philosophy - Ability to accurately record and maintain systems to provide up to date information for reporting purposes - An understanding of copyright and data protection issues (GDPR) - Experience of supervising a team, providing guidance and support ensuring services are delivered in a timely fashion <p>Specific qualifications or training essential to the job are:-</p> <ul style="list-style-type: none"> - Minimum L2 English and Maths (with ability to demonstrate knowledge and application) - Minimum Level 2 book keeping or AAT, or demonstrable experience <p>The amount of forward planning required in the job is:- MEDIUM –</p> <ul style="list-style-type: none"> - Effective scheduling of short and medium term workloads is vital to uphold company reputation and brand. The postholder will need to forward plan financial and physical resources within the department to ensure negotiated timelines with customers are strictly adhered to <p>The type of communication and interaction needed in the job is (choose either a)normal levels of courtesy; b)the need to persuade or influence others; c)influencing others to the point of changing their behaviour and motivation):- HIGH</p> <ul style="list-style-type: none"> - High levels of verbal, written and non-verbal interpersonal skills that reflect differing audiences and abilities (ie Auditors, peers, colleagues and external customers) - The ability to influence others to the point of changing their behaviour and motivation
<p>2. Problem-Solving:</p>	<p>The level of analysis, evaluation and problem solving required in the job are:- MEDIUM</p>

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<p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<ul style="list-style-type: none"> - The ability to resolve sometimes complex financial data with external professionals (auditors and external contracted invoicing in particular) and/or peers effectively and efficiently - A flexible approach - Must be able to prioritise workload demonstrating good organisational skills to meet given deadlines - The ability to analyse customer and financial information <p>The level of creativity and/or original thought to resolve issues is:- MEDIUM</p> <ul style="list-style-type: none"> - The postholder is encouraged to challenge and suggest ideas to support the promotion of the company and cost saving ideas for the whole company
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<p>3. Accountability:</p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<p>The amount of freedom to take decisions in the job is:-</p> <p>Nature of impact:- HIGH</p> <ul style="list-style-type: none"> - Responsible for safe handling of customer personal and sensitive information and will need to follow the company Data protection policy. Freedom to make decisions on everyday queries will be required with the option to escalate to the Finance Manager - Postholder is responsible for making decisions around what debts need to be chased in line with debt management policy <p>Magnitude of impact:- MEDIUM</p> <ul style="list-style-type: none"> - This role will support the company in meeting relevant external finance legislation to keep the company financially viable, however all decisions made will be agreed by the Finance Manager
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation

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