



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Finance Assistant

Recruitment Pack

Full Time

Permanent Position

September 2021



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Finance Assistant

We have a fantastic opportunity for an enthusiastic and flexible Finance Assistant to provide accurate and responsive support to our Director of Finance and Corporate Services including purchase ledger, credit control and highly effective use of both spreadsheets and bespoke systems and processes. A self-starter with an eye for detail, you will manage work priorities to ensure important deadlines are met, including payment runs and providing information and claims to funders.

With at least two years' experience in a relevant support role, you will take pride in delivering an excellent service to internal and external customers. You will have excellent IT skills, a pleasant and flexible approach and will be an excellent team player with a positive attitude and the ability to use your initiative. You will also provide administrative support on non-financial matters and will have good organisational skills.

It is very important that you can use your experience to work under your own initiative and manage a range of priorities within this busy role. You will be confident dealing with queries and providing appropriate advice about financial systems and processes.

Based at Festival Park, Stoke-on-rent, this opportunity provides an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full time role, working Monday to Friday, a total of 35 hours per week. Days/hours may be flexible with possibility of some home working.

Closing date: Thursday 14th October 2021

We reserve the right to close vacancies without notice when we have received a sufficient number of applications from which to make a shortlist.

Further information about Staffordshire Chambers of Commerce is available on our web site www.staffordshirechambers.co.uk



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Job Description

| | |
|------------------------|---|
| Job Title: | FINANCE ASSISTANT |
| Accountable To: | DIRECTOR OF FINANCE AND CORPORATE SERVICES |
| Location: | HANLEY, STOKE-ON-TRENT |

Our Vision

All employees of the Chamber are expected to contribute to our vision:

'Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER'.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Job Purpose

To be responsible for accurately keeping and maintaining the financial records in accordance with given processes and systems. Provide accurate and responsive support to the Director of Finance and Corporate Services, effectively utilising systems to ensure that ledgers, processes, funding and grants and any other finance and administration requirements are delivered efficiently and on time.

Principal Accountabilities

1. **Maintain all financial records, including sales and purchase ledgers, efficiently and accurately, ensuring creditors and debtors reports are clean and irregularities and queries are resolved in a timely manner.**
2. **Support the production of claims and reports for funders by collating and checking information, maintaining spreadsheets and ensuring that all relevant documentation and evidence is accurately filed in individual project files.**
3. **Operate an efficient and effective purchasing system, ensuring purchase orders are raised, invoices authorised and payments made in line with agreed timescales.**
4. **Assist in delivering an efficient and effective credit control function, managing the direct debit system, ensuring direct debits are collected promptly and all outstanding invoices are chased promptly and regularly.**
5. **Invoice membership renewals, raising recharges, monthly export documentation and funding invoices.**
6. **Carry out banking receipts, manage petty cash systems, and online receipts and payments and bank reconciliations**
7. **Ensure the CRM and accounts system data match and deal with any irregularities.**
8. **Produce reports including membership figures, KPIs, outstanding sales invoices, purchase orders and year-end reconciliations.**
9. **Produce monthly reports and prepare/input journals for petty cash, accruals and prepayments to assist in the production of monthly management accounts and budgets.**
10. **Collate, check and pay monthly staff expenses accurately and on time.**
11. **Assist with budget preparation, cash flow forecasts, accounts preparation, VAT returns, P11ds etc.**
12. **Assist in the administration duties of the Corporate Department, including ensuring contracts are in place and maintaining accreditations.**
13. **Order the monthly stationery requirements, ensuring adequate supplies and obtaining value for money.**



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



14. To lead on use of accounts and CRM system for payments, invoicing etc. and provide training as necessary.
15. Ensure compliance with established procedures, financial regulations and accreditations.

General requirements

- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- *Work in accordance with the Chambers' culture, values, aims and objectives*
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Person Specification

| Job Title: Finance Assistant | | |
|---|-------------------------------|---------------------------------|
| Criteria | Essential or Desirable | Method of Identification |
| <u>Qualifications</u> | | |
| Minimum 5 GCSE's (or equivalent) including English and Maths | Essential | Application |
| Finance or bookkeeping qualification or currently undertaking | Desirable | Application |
| <u>Proven Experience</u> | | |
| Experience in a finance support role – at least two years | Desirable | Application |
| Experience of working in a multi-disciplinary team environment | Essential | Application |
| Experience or understanding and awareness of finance procedures and systems such as Sage, Opera or Xero | Essential | Application/interview |
| Experience of utilising ICT systems to high levels of accuracy – including excel, outlook and word with the ability to create and maintain detailed spreadsheets | Essential | Application/interview |
| Experience of operating effective payments and credit control systems | Essential | Application/interview |
| Proven experience of working to financial and other targets and deadlines | Essential | Application/interview |
| Experience of carrying out balance sheet reconciliations | Desirable | Application/interview |
| Experience of preparing journals for accruals and pre-payment | Desirable | Application/interview |
| | Desirable | Application/interview |
| <u>Knowledge, Skills and Abilities</u> | | |
| Highly competent use of IT, particularly excel | Essential | Interview |



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



| | | |
|--|------------------|------------------|
| Commitment to achieving the Chamber's vision | Essential | Interview |
| Able to contribute positively to the Chamber's BETTER values | Essential | Interview |
| Outstanding customer service and relationship building skills | Essential | Interview |
| Professional and friendly approach | Essential | Interview |
| Time management, able to prioritise and achieve deadlines | Essential | Interview |
| Excellent verbal and written communication skills | Essential | Interview |
| Problem solving skills – able to work on own initiative | Essential | Interview |
| High levels of numerical accuracy | Essential | Interview |
| Able to interpret data and produce accurate reports | Essential | Interview |
| Highly organised and able to meet deadlines | Essential | Interview |
| <u>Other Attributes</u> | | |
| Desire to learn | Essential | Interview |
| Team player | Essential | Interview |
| Self-starter | Essential | Interview |
| Professional & discrete | Essential | Interview |
| Able to work flexibly and readily adapt to changing work priorities | Essential | Interview |



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Staffordshire Chambers of Commerce is a Forces friendly employer and have signed the Armed Forces Covenant. Additionally, we hold the gold award for the Employer Recognition Scheme. Staffordshire Chambers of Commerce welcomes applications from the Armed Forces and their families and ensures that no one is disadvantaged. If you are serving or have served in the Armed Forces (or are a family member of) please state this on your application.

How to Apply

Please send your CV to Lorraine Green together with a supporting letter detailing how you meet the requirements of Finance Assistant and how you support the Chamber BETTER values.

Applications should be emailed to Lorraine.Green@staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke On Trent ST1 5BE

Closing date: Thursday 14th October 2021

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Lorraine Green on 01782 202222 or email Lorraine.Green@staffordshirechambers.co.uk

Staffordshire Chambers of Commerce is an equal opportunities employer



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details or view our privacy policy at:
www.staffordshirechambers.co.uk



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

1. Gender

Male Female Other

2. Disability - Do you consider yourself to have a disability?

Yes No

If yes, please give brief details:

3. Date of Birth

16 - 25 46 - 55
 26 - 35 56 +
 36 - 45

4. Ethnic Origin

A White

British
 Irish
 Any other white background, please state

B Mixed

White and Black Caribbean
 White and Black African
 White and Asian
 Any other mixed background, please state



Staffordshire
Chambers of
Commerce.

INVESTORS IN PEOPLE®
We invest in people Gold



C Asian, Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background please state

D Black, Black British

- Caribbean
- African
- Any other Black background, please state

E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group

- Chinese
- Any other background, please state

5. Sexual Orientation

- Bisexual
- Heterosexual
- Homosexual (Lesbian/Gay)
- Other

6. Religion or Personal Belief (Please state)

Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.