



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Finance Assistant

Reports to: Finance Manager

Main purpose of the job

To support the effective and smooth running of finance function covering purchase ledger, sales ledger and credit control, banking and other departmental functions, meeting all reporting and compliance requirements, and with clear controls in place

To support with designated projects, including training others as required

To support a strong team ethic, and a culture of high performance, continuous development and continuous improvement

Main Responsibilities

Working to the priorities set by the Finance Manager:

Learning Curve

- Work consistently to understand the priorities of the Finance team, as directed
- Fulfil all designated learning requirements to become fully proficient in the range of skills, tools and in house systems to be able to become operational in the role
- Undertake any training or learning as required to become fully operational in the role

Purchase Ledger

- Support the Purchase Ledger Officer and function effectively, ensuring a timely and accurate service
- Follow procedures for VAT analysis codes so these are applied to all invoices and liaise with the appropriate financial controllers on any queries
- Maintain supplier records and check that data is complete and accurate
- Check to ensure accurate purchase order to invoice matching within the e-procurement system
- Issue appropriate reports from the e-procurement system to Financial Controllers and Management Accountants as required
- Prepare detailed year end statement reconciliations as required
- Follow procedures to ensure that supplier statements are reconciled in a timely manner and queries resolved and support with Aged Creditor analysis

- Prepare for weekly payment runs in conjunction with the Finance Manager

Sales Ledger and Credit Control

- Extract on a daily basis the Tessitura report for tickets processed to Invoice, compare this with the BOAC report (overnight download report) and finally within Sun compare the sales order list to the download to ensure completeness
- Offset any credit notes and generate sales invoices in Sun to be sent in a timely manner to recipients
- Support with credit control for customer accounts and with Aged Debtor analysis
- Support with the preparation of general finance (non Box Office) invoices and statements to customers
- Support with posting of receipts, fx differences and bank charges to the finance system and allocated accordingly
- Liaise with customers over queries and credit control to ensure prompt payment of invoices
- Support with reconconciliation of control accounts and issue reports as required

Credit Cards

- Support with reconciliation of all credit card transactions taken through various channels for Box Office sales identifying and rectify any discrepancies such as incorrect amounts, double charging and refunds
- Ensure that all charges and refunds which have not been processed automatically are processed manually on a daily basis
- Liaise with credit card providers and customers where necessary to resolve disputes over payments, charge backs or refunds
- Verify and submit any vouchers received through Box Office to the SOLT website
- Support other departments within the organisation with any payment related queries
- Circulate the Daily Banking Reconciliation as required
- Provide bimonthly sales report to SOLT
- Prepare and complete all year end processes and reconciliations issuing relevant documentation as required

Banking and Payments

- Co-ordinate banking of cheques as required
- Support with maintenance of records of all bank accounts via electronic or manual statements and ensure that these are transferred to finance systems in a timely manner
- Ensure all records have been entered and allocated within finance systems
- Support with all local and international payments ensuring they are correctly authorised and processed accurately and on time
- Process expense claims in accordance with current policies
- Post journals and reconcile as required

Compliance

- Follow department procedures to ensure that supplier data is handled in accordance with data protection and GDPR requirements
- Follow department procedures for controls, risk management and compliance
- Liaise with internal and external auditors as required

Teamwork and Relationships

- Maintain positive relationships with suppliers and customers
- Liaise with colleagues throughout the organisation to resolve queries and workflow issues and escalate to the appropriate support function where required
- Build strong working relationships across the organisation and with suppliers based on mutual trust, understanding and service delivery
- Support information flow and efficient workflow within the team and with other Finance colleagues

Continuous Improvement

- Keep in touch with best practice and compliance requirements, new technologies or developments relevant to the role
- Foster and contribute to a culture of innovation and continuous improvement
- Manage own learning and continuous professional development relevant to the role; undertake any training or development if needed
- Uphold a culture of collaborative working, team working and a high standard of service delivery

Key Performance Indicators

- Support an effective, smooth running service, meeting all required standards, including compliance
- Delivery of progress and any project implementation, with regard to any objectives set
- Positive relationship management with client departments and suppliers
- Support of best practice and continuous improvement within the team

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Finance Processes

- Some experience and understanding of finance processes in areas such as Purchase Ledger, Sales Ledger, Credit Card processing and controls and the ability to learn new systems and procedures
- The ability to learn new systems and finance processes to become fully operational in a short space of time

Purchase Ledger

- Experience of Purchase Ledger processes
- Ability to perform statement reconciliations to the General Ledger
- Able to support procedures for effective internal controls and improved efficiencies
- Proficient MS Office user, with good experience of Excel and Word
- Experience of working on a purchase to pay E-procurement system, or ability to become operational in a short space of time

Sales Ledger

- Experience of Sales Ledger processes
- Excellent customer service skills and proven track record in credit control
- Able to support procedures for effective internal controls and improved efficiencies

Credit Card Processes

- Comprehensive understanding and experience of end to end credit card processing with a number of different channel suppliers
- Able to support procedures for effective internal controls and improved efficiencies
- This role will be subject to a DBS check

Systems

- Proficient MS Office user, with good experience of Excel and Word
- Experience of working with a large finance system, such as Sun Systems
- Excellent numeracy skills

Service Delivery

- Good track record in delivering accurate, high quality work and reporting to deadlines and to required standards
- Able to manage own workload effectively to meet deadlines and deliverables
- Strong organisational, workflow management and administrative skills
- A meticulous and methodical approach
- Consistent performance under pressure and able to work to changed priorities when needed
- Able to work under own initiative and flexible approach to work

People Skills

- Able to communicate effectively at all levels within an organisation
- High standard of written and verbal English
- Strong relationship building skills and ability to manage relationships based on mutual trust, understanding and service delivery
- A team player, willing to play a full role in ensuring the success of a small, highly focussed team

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

Note: This Job Description reflects the current situation. It does not preclude change or development that might