

<b>Role Title</b>	<b>Sales Ledger Clerk</b>
<b>Reports to</b>	Assistant Credit Manager
<b>Full / Part Time</b>	Full time
<b>Grade</b>	B2
<b>Location</b>	Leeds
<b>Created/Updated by</b>	Steven Butcher July 2017 – Updated Nick Dent Sept 2017
<b>Created/Updated on</b>	September 17

*Everything we do contributes to achieving our purpose:  
Helping people, organisations and economies develop their skills for growth. This  
purpose drives everything we do.*

## Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

## Your mission

To process and allocate BACS receipts, direct debits, cheques, manual invoices and credit notes in an accurate and timely manner and to support the credit control team as required to ensure the sales ledger is managed and maintained appropriately.

## What you'll be doing

- Process customer BACS payments and allocate to correct customer and invoice(s)
- Process customer cheque payments and allocate to correct customer and invoice(s)
- Process, manage and maintain the monthly direct debit collection process
- Answer internal and external queries on unallocated items in a timely fashion
- Maintain all required filing systems

## How success will be measured

- BACS payments allocated to customer within 2 working days and to individual invoices within 5 working days (2 working days at month end)
- All cheques banked on day of receipt
- Direct debit collection processed with minimal errors or rejections
- All queries responded to within agreed timeframes
- Filing systems kept up to date and accessible at all times
- Conclusion of allocations within 2 working days of month end
- Good customer service demonstrated

## What we're looking for

### We can't live without...

- Experience of working in a transactional finance role
- Experience working with high volumes of transaction and customer queries
- Good telephone manner and customer service skills
- The ability to work within a team
- Working knowledge of Microsoft Excel and Word
- High levels of accuracy and attention to detail

### We would love you to have...

- Experience of using SAP or a similar ERP system
- Experience of working in a sales ledger role
- A belief in what we do

## Natural Preferences

### Confident (Leadership)

- Motivated to get things done and make them better
- Pro-active in taking on what needs to be done and using their initiative
- Courage to act on self-belief
- Passionate in the way they appear to clients, suppliers and colleagues
- Confident in themselves and the organization
- ... but not annoyingly pushy in how they work with colleagues

### Curious (Imagination)

- A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
- An open mind that feeds their curiosity
- Keen to learn
- Sparks of innovation that challenge the status quo
- ... but not afraid to roll up their sleeves and do it the same way as last time if that is what is needed

### Collaborative (Integrity)

- A team player who enjoys being part of the team, supporting and leading as needed
- Shares knowledge and expertise
- A relationship builder who doesn't take all the credit for the team's success
- ... but will get their head down on their own when they need to

### Compassionate (Integrity)

- Thoughtful, compassionate and human in their dealings with people
- Self-aware and aware of their impact on others - emotional intelligence
- Enjoys a sense of humour and knows when to use it
- ... but not afraid to say "no" and explain why

### Resilient (Leadership)

- Copes well with change and ambiguity
- Confident in the face of push back and challenge from others
- Doesn't lose sight of delivering to high standards even when under pressure
- ... but wants to know the organisation is on their side

## Trusted (Integrity)

- Goes the extra mile for internal and external customers
- Connects to our purpose
- Delivers great work
- Takes ownership and accountability
- Works in an ethical way
- Is authentic
- There's no "but"!

## Your career with the City & Guilds Group

The City & Guilds Group is a skills development organisation, priding itself on promoting staff from within the organisation through mentoring, training, encouragement to succeed and equal opportunity for you to be successful in your role and any future aspirations you have.

You will work closely with the Credit Control and the Treasury teams and will also be exposed to regular contact with external customers which will build both your technical skill/knowledge as well as your soft skills. This role represents a great opportunity to develop your skills within a department that are continuously looking to improve processes, procedures and systems to maximise efficiency.