

Job Description	
Job title	Administrative Assistant for the Finance Team and Client Service Team
Salary and grade	Grade 1 - £17,500
Location of job	36 Newhaven Road, Edinburgh, EH6 5PY
Hours and terms	Monday – Friday 9am to 5pm
Holiday terms	26 days plus 9 days public holidays

Responsible to	Finance Manager
Responsible for	n/a

Purpose of the job	To provide clerical and administrative services to ensure efficient, timely and accurate delivery of finance and client service team department services under his or her control.
Main tasks and activities	Finance team: <ul style="list-style-type: none"> • Purchase Ledger • Staff expense management • Banking • Managing mailboxes • Assist Client Service Team with incoming client queries including service enquiries received via phone and email • Assist with administration activities across Changeworks Recycling Client Service Team • Support other team members as directed by line manager

1. Detailed Objective and goal info – Purchase Ledger
<ul style="list-style-type: none"> • Invoice & Credit processing. • Review, reconcile and follow up supplier statements. • Answer internal and external payable queries in a professional efficient & organised manner. • Issue remittance advices. • Monitor invoice approvals to ensure suppliers receive payment on time. • Liaise with CWR managers regarding vehicle allocation, supplier purchases for expense coding on weekly basis.

2. Detailed Objective and goal info – staff expenses and credit cards
<ul style="list-style-type: none"> • Distribute credit card statements to cardholders. • Process staff expense claims and credit card statements. • Assist staff with queries as to expenses policy and procedures. • Reconcile credit card statements on the accounting system.

3. Detailed Objective and goal info – Banking

- Up load daily bank statements including payments and receipts.
- Post cash receipts to appropriate customer accounts.
- Processing credit card, cheque and cash payments.
- Assist with month end bank reconciliation.
- Responsible for recording and reconciling the sales of Domestic Confidential bags.

4. Detailed Objective and goal info – finance other duties

- Contribute to Finance Team meetings and development.
- Provide telephone support for CST Team as required.
- Other tasks as allocated by Finance Manager.
- Maintaining eBis & cost codes on Open Accounts.

5. Detailed Objective and goal info – Assist Client Service Team with incoming client queries including service enquiries received via phone and email:

- Receive and action requests for deliveries, additional collections, rescheduling collections, and bin deliveries and repairs
- Amend client calculation sheets and change service schedule where applicable
- Complete client questionnaires
- Send requested compliance documentation to clients
- Ability to deal with challenging conversations with clients when required, maintaining a professional manner at all times

6. Detailed Objective and goal info – Assist with administration activities across Changeworks Recycling Service Team

- Support the operations team with projects such as route optimisation and van changes
- Action and resolve driver service tickets such as applying charges for excess material
- Order posters, and stickers, and request orders where needed
- Pay and record all parking fines

Key contacts

- Changeworks Recycling Colleagues
- Changeworks Recycling clients
- Suppliers

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Relevant qualification		x
Experience & knowledge		
Knowledge of office administration and procedures	x	
Knowledge of accounts receivable and payable	x	
Experience of general book keeping procedures		x
Proficient in relevant computer applications	x	
1-3 years general accounting experience		x
Skills		
Good communication skills both verbally and in writing / email	x	
Attention to detail and accuracy	x	
Good interpersonal skills	x	
Excellent organisational skills	X	
Good problem solving skills	X	
Good computer skills especially excel and word	X	
Ability to work under pressure	X	
Personal qualities and attributes		
Able to use their initiative	x	
Excellent attention to detail and the ability to work to deadlines	x	
Enthusiastic and self-motivated	x	
A good team member	x	
Customer focussed approach	x	
High personal standards with a responsible attitude to work	x	
A commitment to environmental issues		x