

## Job Description

<b>Job Title</b>	Purchase Ledger Administrator	<b>Employee Name</b>	
<b>Reporting to</b>	Ledger Team Leader	<b>Responsible For</b>	n/a
<b>Location</b>	Honingham Thorpe, Colton, and any other reasonable locations as required.		

### Overview of Role

Undertake a full purchase ledger administrator role in relation to supplier statements and make BACS payments as required.

### Duties and Responsibilities

- Reconcile all supplier statements, primarily Utility Suppliers and perform visual checks for suppliers with no statements. Once agreed make payment by BACS and allocate accordingly.
- Pay, reconcile and allocate Precision Pay supplier statements.
- Ensure that regulations are met when updating any member or supplier information
- Scan and index supplier statements into document management system.
- Deal immediately with any debt letters that are received.
- Contact suppliers regarding any discrepancies/queries etc and resolve issues as they arise
- Liaise with Billing Teams where required on queries.
- Creating and maintaining communication with members and suppliers as appropriate
- Overflow telephone calls for member queries following monthly post out process.
- Bright, pleasant and dedicated to great customer service.
- Working on other tasks as required – we're here to get the job done!
- Contribute towards continuous improvement of service levels.
- Adhere to company policies and procedures.
- Act in a professional and ethical way, maintaining a high degree of integrity, promoting the activities of AF at all times.
- Maintain the highest levels of confidentiality pertaining to all AF business and be aware of inadvertently passing on information to members and suppliers.
- To adhere to AF's business charter
- Health & Safety - maintaining a safe working environment.
- From time to time you may be requested to work outside of your normal working hours to help maintain effective cover. You may be required to perform other duties within the company that will be within your capability. You may also be asked to represent the company outside of the office at Shows/Events, in particular the Norfolk Show.

### Performance Measures

- KPIs are to be confirmed when in post
- High levels of accuracy at all times

### Person Specification

Our Purchase Ledger Administrator will be an enthusiastic and methodical individual who has a passion for organising and offering general support to the wider Invoicing team. They will also be excellent communicators, have an unrivalled ability to work with many stakeholders, both internally and externally, and have a passion for giving everyone they deal with the best possible customer service.

## Qualifications & Experience

### Essential

- Strong IT – especially Excel.
- Confidant at communicating pleasantly and professionally with all of our stakeholders.
- Adept at building and sustaining rapport with members and suppliers.
- Excellent attention to detail, together with a 'can-do' attitude are both essential for this busy and varied role
- Team orientated, able to establish rapport with members and suppliers and become part of an engaging team

### Desirable

- Possession of relevant qualification, eg. Book keeping

## Personal Qualities

- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Sense of ownership and pride in your performance and its impact on company's success
- Commitment to attain delivery goals and personal objectives
- Strong interpersonal skills.
- Friendly and approachable personality, expert at building rapport
- Initiative and self-confidence
- Experienced user of Microsoft Office packages, especially Excel.
- Views problems as challenges that we work together to resolve
- Patient, good at planning and methodical in your approach to work
- Pro-active in your work and always thinking 'what's next to do' and 'what can I improve?'

## Values

### Service - **We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

### Excellence - **We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

### Responsibility - **We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

### Value - **We add value**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

**Signed (Employee):**

**Date:**

**Signed (Manager):**

**Date:**