

Finance Operations Administrator



About you

A passion for providing an excellent experience for colleagues in finance and operations

About you

Be passionate about people, results and making change

What we'd love you to do

- Prepare and process ad hoc sales invoices
- Manage billing for payment on service delivery and manage amendments to recurring billing, including updating CRM, sales ledgers and funder portals as appropriate
- Post and allocate receipt transactions from multiple bank statements
- Index and manage the online document workflow
- Answer phone queries relating to accounts payable and accounts receivable
- Prepare and process month and year end journals
- Process and record manual donations (including CAF vouchers, cheques, direct debits, BACS transfers, credit cards)
- Ensure that all donor information processed (e.g. gift aid, donation amounts) is up-to-date and in accordance with current GDPR requirements
- Manage and set up direct debits and standing orders
- Process any finance transactions required to maintain the sales, purchase and general ledgers

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About you

A passion for supporting people and working as part of a team

What you will bring

- Ability to work quickly and accurately with a good attention to detail
- Excellent communication skills to enable effective collaboration with colleagues in finance and operations
- Problem solving capabilities
- Integrity and professionalism
- A flexible can-do attitude

Your experience

- Experience of working in a related role
- Confident user of IT systems and different applications
- Experience of working in a team
- Experience of making decisions on your own, as well as part of a team
- Experience in being proactive and finding solutions to challenges

Who you can expect to work with

Finance team
colleagues

Mencap
support
colleagues

Mencap
fundraising
team

Funders



▶ [Click here to
listen to what our
colleagues think](#)

Mencap's values and how they apply to this role

We are
Passionate
about making
the world a
better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are
Inclusive
of everyone

You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to

We are
Brave
we challenge
and try new
things

You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes

We are
Positive
in our work
and with each
other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are
Kind
to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work