

Finance Support Administrator

Job Description



Salary- £23,000 - £26,000 per annum



Location- Plumpton or Birmingham Office



Working hours- 40 hours per week



Reporting to- Finance & Systems Officer

Organisation Overview

Genius Within is a Social Enterprise whose mission is the promotion of neurodiversity within businesses, education, and communities. We work with HR and Occupational Health providing talent management and disability consultancy and intervention, we also work in prisons and with unemployment support providers.

Genius Within's values are passion, professionalism, openness, integrity and loyalty, we want to work alongside individuals who have neuro-inclusion at the heart of what they do and who endeavours to support individuals and the team to ensure high service standards are maintained.

Equality Diversity and Inclusion

Genius Within cares deeply about creating a diverse and inclusive workplace. We are proud to be an equal opportunity employer and a disability confident leader. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.

Genius Within does not require disclosure to make reasonable adjustments. We ask all employees "how can we support you to work at your best" and are adept at provision of coaching, technology, flexible terms to meet this objective. Our highly successful majority disability staff team are testament to the benefits of making adjustments.

Job Purpose

Working across the Finance and Sales and Client Services teams to manage our clients invoices and payments, and to deliver on department key performance indicators supporting the financial needs of the company.

Main Duties & Responsibilities

- Handle finance enquires by telephone and email, for internal and external clients and customers according to service level agreements.
- Support the finance team in raising invoices/pro formas for new orders and existing contract clients.
- Chasing up customer late payments.
- Support with Access to Work claims when required.
- Entering employee expenses into the Company accounts.
- Ensure you have an up-to-date detailed knowledge of the current products and services that are available from Genius Within.
- Build and maintain effective relationships with both external clients, customers, internal colleagues, and associates.
- Respond to all client and customer needs, flexibly and promptly in a kind and welcoming tone.
- Ensure all elements of the office processes are completed in a timely manner, in line with our Service Level Agreements.
- Collect and maintain accurate data records in line with our company policy and stored on our bespoke database.
- Take responsibility and ownership of your tasks whilst supporting your teams.

- Respond to incoming queries by telephone or via the internal email inbox.
- Undertake any general administration relating to the Finance department as requested

Database/IT System

- Manage database ensuring correct information is stored for clients, customers, pricing etc.
- Adhere to Data Security/IT policy

Knowledge, Skills and Experiences

Required (Must have)

- Strong administrative and organisational skills with a good eye for detail and the ability to stick to deadlines
- Effective oral and written communication skills
- Good listening skills
- An ability to prioritise workload
- A high degree of confidentiality, discretion, and integrity
- A problem-solving approach to work with a 'can do attitude'
- Competent and confident in the use of IT, including MS Office suite
- Tolerant, non-judgemental attitude towards people who are socially excluded
- Ability to role model and 'walk own talk' through attention to own patterns of behaviour, learning and career progression
- Demonstrable cultural sensitivity and interest/experience in disability inclusion and the legal parameters
- Ability to demonstrate personal resilience and thrive in a fast paced, changing environment

Desirable (Optional)

- 2 years' experience in a customer service role or similar.
- Some previous bookkeeping experience would be nice but not necessary