



Job Profile

JOB TITLE:	Finance Administrator
GRADE:	Scale 5 (12-month Fixed Term Contract at 18 hrs per week)
POST NO:	29979
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Place
SERVICE:	Museums and Heritage (Libraries and Cultural Services)

REPORTING STRUCTURE

Reports to:	Development Manager
Direct Reports:	None
Indirect Reports:	Volunteers

ROLE PURPOSE:

To oversee the day-to-day accounting and financial responsibilities of the Museums and Heritage service including maintaining gift shop sales and records, ticketing transactions, preparing financial reports, processing a range of financial transactions and providing technical support for the financial systems across the museums and heritage service.

A. Job Description

1. Resident & Community Contribution

- Demonstrate understanding of the council's *Customer Care Standards* and ensure that these standards are met in order to deliver the council's vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be required to assist in the induction and training of peers and new employees.
- Maintain up to date records of volunteers and process any expenses.

3. Operational Service Delivery

- Maintain gift shop and ticketing records.
- Undertake gift shop invoicing and financial reporting.
- Process payments for Manor Farm Site (inc. Wedding venue hire) and Eastcote House Gardens.
- Run regular reports via ticketing and gift shop systems on stock control, visitor numbers and income.
- Prepare monthly and quarterly financial reports.
- Provide technical support for financial systems and help organise accounts, budgets, payments, invoices, banking tasks and processing PAYE net, RTB, invoice or APO2 transactions.
- Support the financial planning and bookings procedures, help generate growth and optimise financial procedures.
- Administer box office sales in the borough as required.
- Train staff and volunteers in the use of box office and gift shop financial software.
- Undertake financial administration for the membership programmes.
- Support the wider team with general financial administration.

4. Service Planning & Development

- Ensure that any changes to terms and procedures are reflected in email templates, rate cards, across relevant venues, Hillingdon websites and other hirer guidance.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- To be responsible for P card transactions and reconciliations

6. Service Improvement

- Use Information Technology to create efficiencies in compiling information for volunteers and use automation as much as possible to reduce labour.
- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Museums colleagues and volunteers
- Other council departments
- Residents, the wider public and a range of other stakeholders across all sectors
- Contractors

8. Additional Responsibilities

- Undertake cover for ticketing functions on occasion if required including at weekends and evenings.
- Be trained and act as a first aider and fire warden as required.
- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

9. Key Performance Indicators

- Delivery of agreed PADA objectives
- A low number of reversed transactions or error corrections.
- Good customer feedback scores about ticketing processes
- Customer feedback demonstrates that residents are being put first.

B. Person Specification

Finance Administrator

This person specification will be used for recruitment to the vacancy. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Good basic standard of education including English and Maths	✓	
Arts or museums administration qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Able to work evenings, weekends and Bank Holidays as required	✓	
Up-to-date Emergency First Aid at Work Certificate or willingness to obtain; ability to fulfil First Aider role	✓	
Up-to-date Fire Warden Certificate or willingness to obtain; ability to fulfil Fire Warden role	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working in a multi-purpose building, preferably in an arts or heritage environment	✓	
Experience of providing finance administration tasks	✓	
Experience of Events or Hospitality work		✓
Experience of working with volunteer staff		✓
Experience of working with rota and claiming systems	✓	
Experience of direct liaison with customers in a ticketing, retail or heritage environment	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Excellent written and verbal communication skills	✓	
Excellent IT skills, including ability to use service specific software	✓	
Knowledge of cash and credit card handling procedures.		✓
Ability to work under pressure and to deadlines	✓	
Ability to work with a wide range of customer and client groups	✓	
Ability to work on own initiative, knowing when to communicate problems to line manager	✓	
A willingness to be hands on	✓	
Ability to be flexible in times of working and adaptable to change	✓	
A demonstrable interest in culture and arts.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE

Respectful Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful. Treats all customers and colleagues with dignity and respect according to their individual needs. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Demonstrates active listening skills, shows compassion and takes ownership.	✓	
Collaborative Adopts a 'One Council' approach to service delivery. Works towards council's vision and priorities. Actively listens and contributes to team meetings and decisions. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
Efficient Gives clear information about service standards and timescales. Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
Shows Integrity Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
Open & Honest Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.	✓	