



# ABOUT THE JOB

Job Title: Shared Services Administrator  
Reporting to: Shared Services Delivery  
Coordinator  
Direct Reports: 0

Job Band: Band 5

Size of Team:

To work flexibly across SSC as required and be responsible for the processing of a number of specialist transactions such as SAP purchase invoices, youth subscriptions and fundraising income, including direct debits; and processing purchase and sales.

## Key Responsibilities

- Process a range of transactions in a timely and accurate manner mindful of achieving the monthly targets of the Service Delivery department
- Develop good working relationships with other SSC staff and champion the use of best practise in respect of SSC processes
- Work closely with the Shared Service Delivery Coordinator to ensure efficient transaction processing with the Shared Service Administration team
- Support other SSC processing teams in times of peak processing often with little notice
- Ensure that payroll transactions are treated with the utmost privacy and sensitivity
- Undertake a number of financial controls including the security of blank cheques and verification of amendments to supplier bank details
- Prepare documents for processing and ensure that incorrect or incomplete documents are returned to users for correction.
- Ensure that error logs are accurately maintained
- Answer queries in a timely and accurate manner
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills



## BE PART OF A LIFE SAVING TEAM



## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Part qualified accounting qualification		✓
<b>Experience</b>		
Experience of processing purchase ledger, sales ledger and payroll transactions using computerised systems	✓	
Experience of maintaining customer records in computerised databases	✓	
Experience of working with minimal supervision	✓	
Experience of logging and answering customer and supplier queries to a satisfactory conclusion	✓	
Experience of working to tight deadlines within a customer focused environment	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to prioritise workload and manage multiple tasks	✓	
Able to work under pressure and be responsible for decision making within a set of pre defined parameters	✓	
Strong process and analytical skills	✓	
Knowledge of basic accounting principles	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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