

L&Q Group

Role title	Invoice Clerk	Date	03/08/2016
Reports to Title	Senior Invoice Clerk	Version	1
DBS Disclosure Required:	No		
Responsibility for End Results			
<i>Purpose:</i>			
To ensure all invoices are processed quickly, accurately and within specified timescales.			
<i>Key Responsibilities / Deliverables:</i>			
Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%. (Maximum 200 characters per accountability)			Time (%)
1. Contribute to the team's performance and customer service delivery whilst operating in line with L&Q values.			15%
2. Process invoices across a number of IT systems depending on the business stream, including, but limited to; the handling of physical invoices, the email inbox, scanning and distribution			50%
3. Process invoices accurately and query as required			
4. Ensure correct authorisation is received for all invoices and educate the correct process for future instances as required			10%
5. Work collaboratively with other team members and staff throughout the business.			5%
6. Work collaboratively with key stakeholders and partners. Deal with detailed queries from colleagues regarding payments in a timely manner.			5%
7. No direct budget responsibility.			0%
8. Ensure H&S, regulatory & governance compliance for areas under the job holder's control, e.g. monitor and maintain accurate records to comply with HMRC requirements.			
9. Maintain the necessary relevant Trust records and systems. Ensure all transactions are correctly coded and reconciled. Provide payment reports as required to enable accurate reconciliation to bank accounts.			5%
10. Manage risks associated with areas under the jobholder's control. Ensure all invoices/payment requests meet internal auditors' requirements, e.g. correct authorised signatories.			
11. Filing and archiving of payment runs			5%
12. Checking of revenue refunds			5%
Financial Responsibility: Enter below any typical revenue, operating or capital budgets for which the role is accountable.			
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People Responsibility:			
Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.			

	<i>Direct Reports</i>	<i>Indirect Reports</i>
Total Employees	-	-
Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities		

Technical Knowledge/Skills	
List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications	
<ul style="list-style-type: none"> Finance & commercial experience: Invoicing experience 	<ul style="list-style-type: none"> Communication & influencing skills: Must have customer service skills for dealing with people inside and outside the organisation, in potential difficult situations.
<ul style="list-style-type: none"> Organisation & planning skills: Needs to be organised to deal with own work and meet deadlines for processing payments. No real planning required beyond immediate workload. 	<ul style="list-style-type: none"> IT knowledge & skills: Accountancy and purchase order systems including Excel.
<ul style="list-style-type: none"> Must be detail conscious, accurate and diligent. 	
L&Q Values	
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.	
People	
We care about the happiness and wellbeing of our customers and employees	
Passion	
We approach everything with energy, drive, determination and enthusiasm	
Inclusion	
We draw strength from our differences and work collaboratively	
Responsibility	
We own problems and deliver effective, lasting solutions	
Impact	
We measure what we do by the difference we make	
Other	
<ul style="list-style-type: none"> Commit to supporting L&Q's environmental policy and social mission I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks 	