



# **POWERING YOUR CAREER**

**Assistant – Finance Services  
Role Profile**

**Do you want to help power your career and be part of an evolving energy industry?**

An exciting opportunity has arisen for an enthusiastic Finance Assistant to join our team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs now and in the future.

At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Finance Assistant, you will be responsible for providing great customer service both internally and externally, processing the daily cash receipting, taking credit/debit card payments and processing customer refund requests in a timely manner and processing customers quote acceptances. You will also be dealing with customer enquiries and providing key KPI and KFI information on a frequent basis.

We're excited to hear from dedicated applicants with a passion for the company and a desire to succeed. **Apply now and we'll be in touch!**

Along with a competitive salary of between **£18,830 - £21,827 (subject to a 2023 pay increase)** we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday

We're excited to hear from candidates with a passion for our company and the energy industry and a desire to succeed. **Apply now** and we'll be in touch.

### **Key Responsibilities**

The successful candidate will be accountable for:

- Processing customer payments received including cheques, BACS, CHAPS and Purchase Orders
- Downloading income bank statements from Lloyds Bank daily and allocate accordingly all funds received against relevant invoices
- Inputting all relevant receipting details into CFS
- Complete banking schedules with cheque details for collection by G4S and complete reconciliations
- Contact customers with queries regarding payments received without remittance advices
- Complete journal transfers for payments made into the incorrect bank accounts
- Uploading and reconciling all debit/credit card payments received on a daily basis and reconciling the same to the bank accounts
- Processing customer refunds on a timely basis
- Taking customer credit/debit card payments over the telephone
- As part of guaranteed standards work process customer acceptances received
- Monitor all email correspondence and deal with any incoming email queries and telephone calls from internal and external customers

### **Key Competencies**

- Work collaboratively – lead a team creating a strong team work ethic
- Good attention to detail
- Good level of IT skills – a Financial System and mainly within Excel, Outlook and other MS Office
- Good customer service skills – on both telephone and email
- Planning and organisation skills – ability to work with high volumes of workload to meet deadlines
- Ability to prioritise workload for the team and to provide direction and clarity on what needs to be done

## **Qualifications and Attributes**

### **Essential Qualifications and Experience**

- Minimum of 5 GCSE's (or equivalent) including Math and English at grade C/4 or above – evidence must be provided

### **Desirable Qualifications and Experience**

- Higher qualifications such as A levels or a degree in a numerate subject
- NVQ Financial/Business qualifications with an understanding in financial receipting and reconciliation
- Knowledge of Oracle based finance systems
- Minimum 2 years' experience working in a financial/cashiering role

**[Click here to apply today](#)**

**Visit [northernpowergrid.com/careers](https://northernpowergrid.com/careers) to find out more about this and other career opportunities.**

**Posted: 20 March 2023**

**Closing date for applications: 2 April 2023**

*The successful candidate for this role will be subject to a credit check*

*Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.*