

Job Description

Job Title:	Finance and Logistics Officer
Grade:	Band 5
Reports to:	Head of Social Enterprise / Commercial Manager
Location:	Hybrid/ Home
Contract Type:	Permanent

Job Purpose

To actively support Speech and Language UK's Social Enterprise team through delivering high quality financial reporting and logistical support

Key Objectives

- To be responsible for the order fulfilment of the department's training programmes, interventions and resources which support children with speech and language challenges.
- To administer all financial processes for the Social Enterprise (including invoicing, debt chasing and subscriptions processes).
- To produce financial information for the wider organisation.
- To manage stock and the day-to-day relationship with our Mailing House.
- To lead in developing CRM processes in conjunction with Head of Social Enterprise and the IT team.

Key Responsibilities

Order Processing

- Processing of accepted orders for licensing, practitioner training and the online shop.
- Recording order fulfilment and managing issues when they arise.
- Managing the order processing within the CRM and making recommendations for improvements
- Running reconciliation checks to make sure all orders are invoiced and despatched

Financial Administration

- Manage the department's invoicing process.

Speech and Language UK

Unit A The Cube Building, 17-21 Wenlock Road, London, N1 7GT | Tel: 020 7843 2510 | speechandlanguage.org.uk

Speech and Language UK is the operating name of I CAN Charity, a registered charity in England and Wales (210031) and Scotland (SC039947), which is a company limited by guarantee registered in England and Wales (00099629). Registered address: 17-21 Wenlock Road, London, N1 7GT.



- Instigate a structured debt chasing program and ensure that bad debt is kept to a minimum.
- Manage the annual license fee process and collection of payments.
- Work with Finance to manage the annual audit process.
- Ensure all departmental financial records are updated.
- Manage end of year deferrals and pre-payments as they happen throughout the year.
- Manage purchase order process.

Financial Reporting

- Produce financial reports to be shared with the rest of the organisation
- Support the Social Enterprise's budgeting, reporting and financial controls.
- Create new and update existing PowerBI reports
- Assist the Head of Department in creating reach figures.
- Work with Head of Department to create the annual budget and reforecasting when appropriate.

Logistics management

- Manage stock and monthly reconciliation of stock.
- Manage the day-to-day relationship with our mailing house.
- Ensure that all orders and products are updated and maintained on the departmental CRM system.
- Liaise with our fulfilment companies regarding delivery of orders.
- Liaise with customers when issues arise.
- Join the rest of the team in being a front line support in answering emails and calls.

CRM Support

- Work with a Microsoft Dynamics CRM.
- Ensure all information on the CRM is maintained and up to date.
- Create new products and retiring old products on CRM.
- Manage product SKU codes on CRM.
- Ensure that CRM synchronises with other software platforms.
- Trouble shoot issues from customers relating to CRM integrations e.g. Shopify
- Support the rest of the team with CRM support.
- Develop new CRM functionality with the IT team to ensure logistical operations are as efficient as possible

Organisational Responsibilities

- Make a full contribution to Speech and Language UK's Social Enterprise in delivering its corporate objectives.
- Cover for your colleagues as and when required.
- Join the rest of the team in answering departmental phone and email queries
- Promote collaborative working relationships and effective communication.

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- Promote Speech and Language UK's mission, vision and values in all aspects of your work.
- Abide by all Speech and Language UK policies and procedures and in particular ensuring the protection of children in Speech and Language UK's services are followed at all times.
- Safeguard at all times confidentiality of information relating to children, staff and Speech and Language UK's work.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

**Person Specification
Finance and Logistics Officer**

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> ▪ GCSEs (or equivalent) English and Maths at grade A – C. ▪ Working towards an accounting qualification (or significant relevant experience). 	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent.
Experience	<ul style="list-style-type: none"> ▪ Administration experience in a commercial environment. ▪ Financial report and analysis experience. ▪ Bookkeeping or cash account experience. ▪ Self starter with excellent interpersonal skills and the ability to work with staff and external stakeholders at all levels. ▪ Working with and managing external suppliers. ▪ Experience in financial systems in a commercial environment and/or charity. ▪ Experience of using a customer relationship management system such as Sales Force ▪ Experience of managing databases. 	
Skills and Knowledge	<ul style="list-style-type: none"> ▪ Advanced Excel skills ▪ Using reporting software such as PowerBI or equivalent to create reports ▪ Excellent communication skills, written and spoken. ▪ Good attention to detail. ▪ Process led and organised. ▪ Ability to empathise and engage with potential customers. ▪ A can-do, problem-solving attitude. ▪ Strong commercial awareness. ▪ Ability to work in a team. ▪ Ability to follow instructions. ▪ Ability to produce information reports. 	<ul style="list-style-type: none"> ▪ Knowledge of Microsoft Dynamics ▪ Knowledge of Shopify ▪ Knowledge of Sage Intacct
Personal Qualities	<ul style="list-style-type: none"> ▪ Energy, enthusiasm and flair to work hard and achieve ambitious targets. ▪ High standards of personal and professional integrity. ▪ Ability to work in a changing environment. ▪ Desire to find solutions 	

<p>Other Factors</p>	<ul style="list-style-type: none"> ▪ Committed to the overall aims of Speech and Language UK and to developing and delivering Speech and Language UK's Vision and Strategy. ▪ Evidence of continuing professional development. ▪ Understanding and commitment to equal opportunities and empowerment. 	<ul style="list-style-type: none"> ▪ The ability to travel to other Speech and Language UK sites and attend evening/weekend meetings as appropriate.
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