

# London Care PLC

## Job Description – Sales Ledger Clerk

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### 1. Function

The role of the Sales Ledger Clerk is to ensure that clients are billed in accordance with the agreed invoicing procedure. He/she is responsible for seeing that invoices generated are accurate and sent within the agreed invoice deadlines.

It is expected that the Sales Ledger Clerk will undertake their tasks in accordance with the Company's policies and procedures and in line with the Company's Aims and Objectives.

### 2. Responsibility and Authority

The Sales Ledger Clerk is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To oversee and maintain good administrative practice within the office.
- 2.2 To assist in the despatch of invoices as directed by the Accounts Manager.
- 2.3 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.4 To comply with all Policies and Procedures of the Organisation, as appropriate.
- 2.5 To participate in any meetings as required.
- 2.6 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.7 To maintain the confidentiality of information (as per the company's Service User Confidentiality Policy (QPD003) and Data Storage, Protection and Retention Policy (QPD036)).
- 2.8 To participate in staff supervision, development, training and performance appraisals.

### 3. Relationships

The Sales Ledger Clerk observes and maintains the following relationships:

**Superiors** – he/she is accountable to his/her line manager (and to Senior Management and the Directors of the Company) and to any other specified superiors.

**Subordinates** – he/she has no subordinates.

**Other company personnel** – he/she has frequent contact and interaction with operational staff at the local offices in the course of carrying out his/her duties.

**Others** – he/she may have contact by telephone with Clients, Purchasers and other professionals.

#### 4. Hours

Sales Ledger Clerks may be employed on a full or part-time basis. Precise terms are agreed on an individual basis although a full-time Sales Ledger Clerk would normally work from 9.00am until 5.30pm Monday to Friday.

#### 5. Typical Duties

- To generate invoices from the company's database (LCAS), Crystal and other applications
- To reconcile invoices against timesheets, Electronic Call Monitoring data or other reports
- To resolve invoice queries accurately and in a timely fashion
- To liaise with Clients regarding late payments (Credit Control)
- To manage and collect Direct Debits
- To post invoices and payments onto the accounts system
- To maintain and complete accurate up-to-date written and computerised records as appropriate.
- To answer telephones and to interact with colleagues, Clients, Purchasers and others in a polite and helpful manner
- To carry out any other duties which may reasonably be required and requested by the Management of London Care Plc

#### 6. Person Specification

Essential	Desirable
Can demonstrate an understanding of good administrative practices (including filing and processing paperwork).	Personal experience of maintaining sales ledgers.
Good interpersonal skills.	GCSE passes grade A-C (or equivalent) in Maths and English.
Can demonstrate a basic understanding of IT, including the use of e-mail and Microsoft Office (particularly Excel) and good typing skills.	Knowledge of Sage accounting software
A proven record of organisational and teamwork skills.	
Can demonstrate an excellent standard of literacy and numeracy, including writing of letters.	