



# R O M E R I L S

## JOB DESCRIPTION

### Database and Finance Administrator

#### Our Vision

We are a vibrant retail and trade market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us the knowledge to deliver what they want.

'Best of the Best' in customer service is at the heart of all we do.

#### Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

#### The Department

The Administration Department provides a full support service to the company.

#### The Role

The purpose of the role is to provide support for several functions based in our Administration Department. The role will involve general administrative support including pricing products and order, in addition providing reception cover as required. The role will also include giving assistance to customers, sales staff and management.

#### The main responsibilities of the role are:

- Product, Supplier and Customer Maintenance
- Assisting with processing transactions and payments in both Sales & Purchase Ledgers
- Providing occasional cover for Reception and Daily Cash Reconciliation

#### Reporting Lines

Reports to the Manager of the Department or in their absence, to the Assistant Manager

#### Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

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**Knowledge of:**

Administration tasks in a commercial industry

**Skills required:**

- An understanding of the importance of accurate data
- A strong customer service focus, and the ability to build effective working relationships with colleagues and external customers
- The ability to work effectively in a team environment
- To be able to prioritize work and to meet deadlines
- High attention to detail and a methodical approach to processing tasks
- Sound working knowledge of Windows based software packages, especially Microsoft Office 365 and some understanding of commercial databases. Proficiency in Excel is essential.

**Attributes**

Professional

Flexible

Reliable

Logical

Attention to Detail

Organized

Common sense

Numerate

Meets deadlines

**PRINCIPLE DUTIES**

1. Implementing product supplier price increases
2. Maintaining product and customer-specific pricing & discount structures
3. Product, stock, pricing and process maintenance within both ERP and Website databases
4. Investigating, responding to and liaising with management and staff regarding product and price enquiries
5. Matching and verifying prices as confirmed by suppliers
6. Assisting Finance administrators when required in the following areas:
  - a. Processing of Purchase Ledger documents and data
  - b. Producing credit control documentation and chasing letters/e-mails
  - c. Opening Customer Credit Accounts
  - d. Progressing and invoicing Customer Orders placed via the Ariba Government Portal
  - e. Daily cash reconciliations
7. Providing reception / switchboard cover when necessary
8. Applying stock and price adjustments when required and appropriate
9. Investigating supplier invoice price discrepancies and applying any appropriate updates and adjustments to products/ranges as required
10. Preparing and distributing customer price lists

**Changes**

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.