

JOB DESCRIPTION



Job Title	Sales Accounts Officer	Duration	Fixed-term until 1 May 2024
Division	Finance & Resources	Hours/FTE	Full time, 36 hours per week
Dept	Finance & Procurement	Salary	Circa £27,000 per annum
Reports to	Senior Group Accountant	Direct Reports	N/A

Context

As the world's leading Museum of art and design, the V&A aims to enrich people's lives by promoting the practice of design and increasing knowledge, understanding and enjoyment of the designed world. Alongside a £50m capital project and an ambitious development programme (FuturePlan), the V&A is focusing on increasing commercial revenue and embedding a closer working relationship to partner with the non-finance community more closely.

Main Purpose of job

The key responsibility of the role is the daily collation, checking and processing of sales reports from feeder systems into the finance system. This includes ticket sales and donations (via Galaxy), online retail sales (via retail NAV) and membership sales (via SagePay and CRM). You will also be responsible for highlighting and investigating any discrepancies, resolving them quickly and clearly and escalating any underlying issues to the relevant team.

Key Responsibilities

- Daily preparation of P&L sales and refunds journals for Galaxy, Retail and Membership from separate feeder systems
- Check to ensure all items are journaled with correct cost centre and event details coding
- Ensuring journals include the correct VAT treatment on all sales and refunds lines
- Upload of these journals to the central Finance system (NAV) for the V&A Museum and V&A Enterprises
- Investigation of any differences between the source systems and cash received
- Reconciliation of daily totals to control accounts and sense checking.

- Weekly meetings with the Cash Office Manager, Contact Centre Manager, Retail Operations Manager and YVA Office Manager to understand and resolve any discrepancies.
- Support Contact Centre with any Finance related customer order queries
- Review the cashbook and prepare other income journals

- Ensure all income journals are prepared in a timely manner to meet the month end deadlines
- Preparation of monthly membership journal
- Prepare & review relevant monthly balance sheet reconciliations.
- In conjunction with the Financial Reporting and Compliance team, to have responsibility for the preparation of a high-quality month end file.

- Provide assistance as required for the interim and final audit for the Museum.
- Review the weekly supplier payment run in accordance with Finance department procedures.

- Generally assist the Financial Accounts team and deputise where required.
- Support the Senior Group Accountant in the preparation of museum gift aid reports.
- Assist the Assistant Group Accountant with the preparation of the monthly bank reconciliations and work with the Finance Operations Manager to resolve any reconciling items
- Responsible for preparing / updating process documentation for your area

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	<ul style="list-style-type: none"> • Prior experience of working within a Finance function. • Hands-on experience of using mid-range accounting software • Strong Excel skills. • Good knowledge of general bookkeeping and accounting procedures. • Ability to understand financial processes and underlying principles. • Strong organisational and time management skills. • Excellent attention to detail. • Good communication and presentational skills, both verbal and written. • Affinity with the content, activities, and mission of the Museum. • Self-starting, methodical and proactive. • Keen to improve their knowledge and the Museum's performance. • Flexibility and willingness to undertake ad hoc duties as necessary. • Flexible attitude to working to ensure that deadlines are met. • Used to working in a team.
Behaviours	<p>Respects others' expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and, engaging way.</p> <p>To work effectively in the wider finance team and demonstrate a high degree of professionalism at all times.</p>
Desirable	<ul style="list-style-type: none"> • Experience of sales reporting & reconciliation. • AAT or ACCA/CIMA trainee (study support available). • Ability to identify efficiencies, and drive process improvement. • Background in retail, websales, ticketing or membership organisation. • Experience of Microsoft Navision. • An interest in the cultural sector.

Hours: Net working hours (i.e. excluding meal breaks) are 36 per week.

Normal working hours are 9am-5.15pm Monday to Thursday and 9am-5pm Fridays.

Equal opportunities at the V&A

At the V&A we strive to ensure that opportunities to work and develop at are open to all. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation, or any other equality characteristic.

We particularly encourage applications from disabled people and people from Black, Asian and minority ethnic backgrounds, as these groups are currently under-represented in the cultural sector. At the V&A we have a good gender balance however in certain departments, such as IT, we welcome female applicants and, in our exhibitions, or development teams, we welcome male applicants.