

**DEFENCE & GOVERNMENT SERVICES**

Job Description:   
Accounts Supervisor

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| Function: | | Defence & Government Services | |
| Generic job: | | Accounts supervisor | |
| Position: | | Accounts supervisor | |
| Job holder: | |  | |
| Date (in job since): | |  | |
| Immediate manager  (N+1 Job title and name): | | Mess Manager | |
| Additional reporting line to: | | Hotel Services Manager | |
| Position location: | | Colchester PFI | |
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| 1. Purpose of the job | | | |
| * To provide the accounting, trading and billing requirements of the Mess, whilst applying and strictly adhering to mess and company policies and procedures. * To provide effective delivery of administrative services both internally and to the client * To ensure that all documents and records are administered in line with legislative and company policy and procedure * Ensure all systems data input is made accurately and in accordance with legislative and company policy and procedure | | | |
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| 2. Dimensions | | | |
| N/A |  | | |

Draft. Version: 27-03-2014

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| 3. Organisation chart |
| Mess Manager  Mess Accountant  Admin Clerk  Receptionist  **Accounts Supervisor** |

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| **4. Context** |
| * Comply with all Sodexo company policies/procedures * Comply with all legislative requirements * Adhere to any local client site rules and regulations * Role model safe behaviour * Unsociable hours in line with business requirements maybe required * Flexibility on work schedule and location maybe required |

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| 5. Main assignments |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses * To maintain excellent client/customer relationships * To attend team briefs, huddles and meetings as required * To ensure that your team’s PDR’s are completed and agree development activities * To attend your performance development review to discuss job standards and agree development activities * To maintain a clean and tidy work area at all times * To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required * To care for all available resources including equipment, materials and supplies as directed * To report any near miss occurrences, accidents or faulty equipment to management * To ensure effective communication with line manager, team, customer and client organisation * To maintain all areas of responsibility to the set service standards and in line with applicable service offer * Ensure that all charges for the week/month are entered onto the appropriate system to assist the mess accountant with the production of all mess bills * Ensure that all required weekly/monthly reports are provided to the relevant party in order to be able to present the weekly/monthly financial position of the mess * Maintain complete debtors and creditors information in order to assist with cash flow and provide visibility of the financial position of the mess to key stakeholders * Obtaining prompt settlement of monies owed to the mess to comply with service requirements * Ensure that the accounting system (Eprophit) is kept up to date to provide accurate information to key stakeholders as required * Collect and accurately record all revenue * Bank all cash takings correctly and regularly in line with company procedures and requirements in order to adhere to cash holding limits * Reconcile cash on a daily basis to prevent errors and ensure that all monies are correctly accounted for * Ensure cash is securely stored at all times and compliant with company security of cash procedures policies * Answering queries from mess members and other parties regarding mess matters in an accurate and timely manner * Ensure that all written communication represents a professional image to customers, clients and staff * Produce requested accurate reports in a timely manner to comply with mess rules and contractual requirements * Process all information with discretion and strict confidentiality in order to comply with data protection and other security requirements * Active involvement, promotion and support of activities aligned towards employee engagement * To carry out any other reasonable tasks and/or instructions as directed by management |

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| 6. Accountabilities |
| * Cash is banked at least every week or in line with cash limit rules and procedures * All monthly reports and reconciliations are produced free from error and within given timeframes to the relevant parties * Responsible for the recruitment, induction, performance, twice yearly review and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures. * Responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the defence quality management system (DQMS). * The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. * Ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis |

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| 7. Person specification |
| Essential:   * Demonstrate previous experience of transaction processing in an accounts environment * Excellent standard of literacy and numeracy * Excellent knowledge of written and spoken English * Customer service focused and committed to providing a helpful, prompt, responsive service * Very good practical knowledge of Microsoft Office (Excel, Word, Outlook) * Well organised with a strong ability to work to tight deadlines * Accurate data entry skills with excellent attention to detail * Good interpersonal and communication skills with proven experience in dealing with a wide-range of individuals/teams at different levels, including an excellent telephone service   Desirable:   * Experience of working within military environment * Previous experience in a client-facing role * Accounting software experience |

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| 8. Competencies |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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