

JOB & PERSON SPECIFICATION

Role Title:	Revenue Finance Clerk
Department:	Finance
Location:	Guernsey
Reports To:	Revenue Finance Officer
Direct Reports:	None
Hours:	Full time

Role Purpose:

The Revenue Finance Clerk supports the Revenue Finance Officer (RFO) by maintaining accurate and verifiable financial and management accounting records related to the airline's revenue streams.

Role Accountabilities and objectives:

The role will provide to the RFO the following key functions of:

- Revenue Reconciliation: Assist with the reconciliation the Passenger Service System (PSS, knowns as VRS) to the core ledgers and banking systems
- Invoice Processing: Process invoices for amounts due from client accounts (ie Business Plus in VRS) and record in SAGE
- Account Reconciliation: Reconcile business plus accounts in VRS and SAGE, onboard sales accounts to SAGE and bank accounts, GDS/travel agent income to VRS and bank accounts, and cashbooks in SAGE to bank accounts.
- Credit Control: Provide Credit Control services to ensure all debtors accounts are current and up-to-date.
- Revenue Refund Processing: Process all revenue-related refunds, including customer flight refunds as directed by the Commercial team.
- Month-End Reconciliation: Provide balanced month-end reconciliations for all cashbooks/sales ledgers.
- Stakeholder Queries: Respond to queries raised by internal and, when appropriate, external stakeholders regarding debtor status.
- Process Documentation: Maintain documentation of processes and procedures to maintain and strengthen internal controls.
- Audit Support: Assist the Financial Accountant by providing required audit information.
- General Support: Support the Senior Finance Team with additional duties as needed.

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Key objectives of the post holder will be to:

- Ensure completeness and accuracy in capturing and reconciling all revenue streams including cashbook and sales ledgers.
- Actively manage all debtors accounts to prevent bad debts, fostering strong working relationships to support this goal.

Specific Responsibilities:

Areas where these responsibilities are focused:

1. Revenue Management:

- Accurately record direct sales revenue transactions and cashbook reconciliations in SAGE.
- Record On-board sales revenue transactions in SAGE with precision.
- Record all additional sales streams including any ad-hoc cost recoveries and customer flight refunds.
- Reconcile revenue control accounts, resolve discrepancies, and ensure data accuracy.

2. Reporting:

- Present all revenue reconciliations to the RFO for review and approval in line with the reporting timeframes
- Update and maintain income analysis for review by the RFO and Management Accountant (MA).
- Provide supporting documentation for revenue and debtor accounts to aid and enable audited annual financial statements, to be completed in a timely fashion.
- Collaborate with Commercial team to improve passenger refund processing and revenue record keeping

3. System and Process Improvement:

- Identify opportunities to streamline accounting processes and improve efficiency.
- Work with the Commercial team to enhance passenger refund processes and revenue documentation
- Support the RFO in advancing revenue reporting and reconciliation practices.

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Balance Score Card (Accountabilities)

- Revenue Processing: Accurately record all revenue streams using verifiable processes, ensuring reconciliation of customer refunds.
- Revenue Protection: Maintain effective credit control processes and ensure accurate reconciliation of Bank income with the Passenger Service System (PSS).
- Revenue Reporting: Process data promptly and accurately to support the production of monthly reports and reconciliations within specified timeframes.
- Process Efficiency: Assist in streamlining financial processes to enhance efficiency and reduce turnaround times.
- Risk Management: Maintain up-to-date reconciliations to identify and mitigate financial risks within the airline.

Learning & Growth Perspective:

- Professional Development: Attend CPD, formal training and other learning opportunities relevant to accounting and reporting in airline operations.
- Performance Improvement: Actively seek feedback and continually enhance skills.
- Adaptability: Be adaptable to changing technical and operational environments.
- Relationship Building: Foster positive working relationships with colleagues, including attending company events where appropriate.

Essential Skills/Experience:

- Experience in Credit Control and Receivables Ledger role
- Experienced user of SAGE 200 or other similar accounting package.
- Working knowledge of VRS (Videcom) ticketing system
- Proficient in Microsoft systems particularly Excel and Outlook
- Be well organised with good attention to detail
- Be proactive in approach to all responsibilities with ability to work on own initiative and to specific deadlines
- Excellent interpersonal and communication skills
- Flexible approach to working hours as necessary

Desirable Skills/Experience:

- Experience of aviation sector or high-volume FMCG environments is preferable but not essential.
- Experience working in receivables section of a finance function
- Knowledge and understanding of airline business and accounting requirements.
- Knowledge and understanding of the Channel Islands economy

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Professional and/or regulatory requirements:

- Qualified by Experience, Bookkeeping or accounting related qualification is an advantage
- Education and Certifications: Level 2 or 3 minimum (GCSE/BTEC/A level or equivalent)
- Continuous Learning: A commitment to staying current with best practices through appropriate professional development.
- Airside work may be necessary, so to successfully complete GSAT security training and obtain an appropriate airside pass there must be a verifiable five-year work history.
- A current police check will be required

All about you:

Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company.

- Discretion
- Accountable – taking responsibility for work and results
- Approachable
- Attention to Detail
- Resilient
- Adaptable
- Problem Solver

PROUD OF YOU PROUD OF OUR AIRLINE

*Our **PEOPLE** have the potential to achieve, to soar higher and further than they believed possible.*

*Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.*

*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.*

*We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do.*

*We are prepared to go the extra mile to **DELIVER** a service to our customers that we are **PROUD** of.*