

Finance and Sales Administrator

1 JOB DESCRIPTION

Faculty / School or Division: Faculty of Social Sciences and Law

Faculty/School or Division Address: Bristol University Press, 1-9 Old Park Hill, Bristol, BS2 8BB

Job Family:	Professional & Administrative Services		
Grade:	E	Salary range:	£20,836 - £23,334 per annum
Hours of work:	35 hours per week/1 FTE	Contract type:	Open-Ended
Work pattern:	Full-time	Vacancy Reference Number: SUPP105548	

1.1 Main Job Purpose

- To support the Finance Manager with financial administrative support and data management.
- To support the Sales department team in the sales and business reporting across the Bristol University Press and Policy Press portfolio.
- To provide administrative support to the Bristol University Press (BUP) team in relation to general office management, undertaking regular tasks and responding to routine queries.

The role holder will organise their day-to-day work to meet clear objectives providing an effective service to others working closely with colleagues. Independence and initiative will be required to react to changing priorities and work circumstances, with scope to make decisions within very clear parameters.

1.2 Main Statement of Responsibilities

Analysis, Reporting and Documentation

- Assist the Finance Manager in downloading, processing and archiving all documentation needed for the preparation of monthly management accounts;
- Maintain and update monthly sales reports from 3rd party print and digital vendors to track sales performance of the Press against targets, including digital sales reports from approximately 12 digital vendors, print-on-demand (POD) sales reports from approximately 4 POD providers. Under the guidance of the Finance Manager, ensure up-to-date information is available to the agreed timetable;
- Identify gaps and issues in the sales reports received from 3rd party vendors and follow up to obtain correct/complete information as necessary;

- Log monthly sales charges from 3rd party vendors, POD suppliers and sales services in the tracking spreadsheets in a timely and accurate manner;
- Support the Finance Manager in the annual royalties' process which needs to be completed by 31st October each year. This includes ensuring that authors' details are correct and maintain update contact records on the royalties' database (Klopotek), prepare payment request and manage the distribution of royalty statements through the system's online platform;
- Assist the Finance Manager in processing the monthly remittance advice statement from the Journals distributors; prepare the template for the submission of Journals sales and distribution charges into the accounting system;
- Support the Finance Manager to prepare the business plan forecasting tool for the tracking of sales budgets and quarterly forecasts;
- Update the sales budget forecasting tools with latest sales data required from 3rd party sales channels;
- Support the Sales and Marketing Director to supply data relating to Translation and Rights enquires and input these data into Klopotek to be included into the royalties' process;
- Maintain and update all 3rd party Rep and Agent account codes on the sales system; produce and arrange payment of all Reps and Agent's monthly commissions.

Customer Services & Support

- Act as the first point of contact for royalties related enquiries answering queries from authors in a timely and efficient manner;
- Act as the first point of contact for any queries on Rep and Agent account codes or payment issues concerned with monthly commissions; escalate any issues to the Finance Manager and Sales Manager and Distribution Manager;
- Provide support to the BUP team for the organisation of office supplies (stationery, water, tea/coffee/milk).

Planning & Organising

- Set up new project and budget codes in the integrated accounting and HR system (ERP) for new books and journals going into production;
- Request purchase orders and process all invoices, fee claims and expenses in relation to the Central BUP budget;
- Assist the Finance Manager in all the financial and sales preparation for the monthly management accounts;
- Arrange and implement payment of all Reps and Agent's monthly commissions to the agreed timetable;
- Manage the office's petty cash fund and take responsibility for all cash transactions, including reconciliation and banking of payment taken at conferences and book launches.

Liaison

- Liaise with the Accounts Payable team to respond to queries from suppliers on overdue invoices; forward payment requests and expense claims for payment in line with financial policies and procedures;
- Maintain and update all Rep and Agent account codes on the sales system, produce a monthly commission report to send to all Reps and Agents;
- Work with marketing and editorial colleagues to ensure the prompt reconciliation of payment taken at conferences;
- Liaise with internal and external suppliers regarding ordering of supplies and maintenance of office resources, such as photocopiers;
- Respond to queries sent to the author royalties mailbox.

Decision Making

- Responsible for day-to-day decision making in relation to own duties as above. Ability to recognise when to refer or involve others.

Problem Solving

- Monitor Rep and agent commissions and remittance from 3rd party vendors and act if any issues occur;
- Ensure data for the royalty distribution process is accurate, track any missing information and report maintenance issues to the database developers and follow up remedial action.

Continuous Improvement

- Keeping skills up to date, for example becoming a more competent user of specific software packages such as Excel. Developing competence through course participation, learning from colleagues and/or gaining more extensive experience.

Any other duties

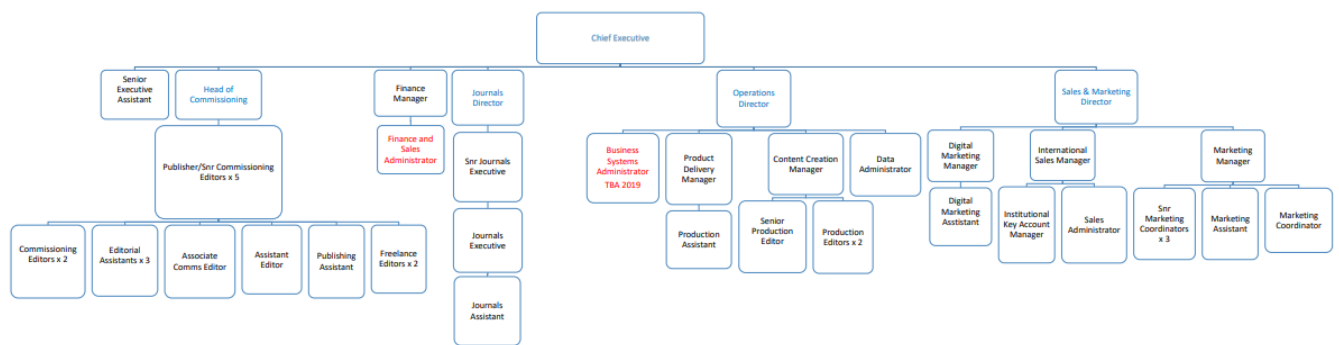
- As requested by the Finance Manager in response to evolving situations.

1.3 Relationships

Line manager: Finance Manager with a close working relationship to the Sales and Distribution Manager.

Line manager to (where appropriate): n/a

1.4 Organisation Charts



1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)

- Not applicable

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

Essential

- Proven experience in a similar administrative/ financial support role
- Advanced Excel and Word skills;
- Attention to detail with a high level of accuracy;
- Excellent time management and organisational skills.

Desirable

- Experienced in the use of database systems and reporting tools (ideally Agresso/ERP, Klopotek and Microsoft Power BI);
- Advanced data analysis skills;
- Knowledge of use of third-party online data portal and ftp sites or similar;
- Good knowledge of academic publishing.

2.2 Relevant Qualifications

Essential

- Education to GCSE level, or equivalent, in five subjects, to include English, Science & Maths (Grades A - C) or up to two years vocational training (including IT skills) or NVQ level 2.

Desirable

- A University qualification

2.3 Communication and Interpersonal Skills

Essential

- Excellent interpersonal skills, able to communicate effectively, politely, tactfully and professionally with all levels of staff and with people from a variety of backgrounds;
- The ability to remain calm under pressure and to cope with competing demands for attention;
- The ability to work as part of a team and with a flexible approach

Desirable

- An understanding and sensitivity to customers and agents from other cultures and other languages.

2.4 Additional Criteria

Essential

- Strong customer care orientation and commitment to service quality;
- A positive attitude to staff development and training.