

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I have got Under graduate degree in Finance and Accounting. I have studied Finance and Accounts for total 4 years in College and University. I have properly utilised and still using my learning in professional life and worked in administration, finance and management since 2010. My learning and work experience in Pakistan and UK provides me support to work on any financial and accounting position.

## Your CV

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### Employment History

1. The Highland Council Inverness Scotland  
Program Coordinator ERDF/ESF (From August 2020 (Current))
2. The Highland Council Inverness Scotland  
Administrative Assistant ERDF/ESF (From August 2018 to July 2020)
3. British Red Cross Inverness Scotland  
Community Support Worker (12th February 2018 till December 2018)

4. Wave – Waverly Care Inverness Scotland  
Young People Education Officer (Sessional) (1st March 2018 till December 2018)
5. Pakistan Village Development Program Peshawar Pakistan  
Admin & Finance Officer From June 2013 till December 2017
6. Pakistan Village Development Program Peshawar Pakistan  
Field Coordinator Child Protection From July 2012 to May 2013 (11 Months)
7. Pakistan Village Development Program Peshawar Pakistan  
Child Protection Monitor From October 2009 to June 2012 (33 Months)
8. Al-Khaleej Trade Test & Training Center Peshawar Pakistan  
Accountant From September 2007 to September 2009 (25 Months)
9. Ghazi Security Guards Private Limited Peshawar Pakistan  
Accounts Assistant From January 2006 to August 2007 (20 Months)
10. Allied Bank Private Limited Peshawar Pakistan  
Business Development Officer From December 2004 to November 2005 (12 Months)

#### **Previous skills and experience**

The Highland Council Inverness Scotland  
Program Coordinator ERDF/ESF (From August 2020 (Current))

Job responsibilities consist of:

- o Supporting Lead Officers and Delivery Agents in developing eligible activities and identifying the evidence models to support these activities that meet the standards applied by Highland Council, The Scottish Government and in accordance with the ESF Operating Program and EU Regulations.
- o Supporting Lead Officers and Delivery Agents, in liaison with the Council services, to design and implement recording and reporting processes which meet Highland Council, Scottish Government and in accordance with the ESF Operating Program and EU Regulations.
- o Supporting Lead Officers and Delivery Agents to establish and agree key project timelines and milestones. Ensuring that ERDF activity information, targets and milestones are transferred on to EUMIS (Scottish Government European Structural Funds IT System).
- o Ensuring that Lead Officers and Delivery Agents complying with EU publicity requirements.
- o Supporting Lead Officers and Delivery Agents to prepare financial and activity claims for each Operation and Activity within the Strategic Intervention in line with agreed operation and contract timescales and milestones.
- o Reviewing financial transactions and activity details in progress reports and claims to ensure they are accordance with the Structural Funds National Rules, the ESF Operating Program and EU Regulations. Liaising with the Lead Officers and Delivery Agents if any compliance issues are identified to support these issues being rectified. Communicating with the Scottish Government Structural Funds Team to clarify compliance issues and agree/initiate corrective actions/procedures.
- o Be trained in and be the Council lead contact for using EUMIS including training other Operation and Activity staff in using the IT system. Communicating with Scottish Government to report any technical issues with EUMIS.
- o Undertaking periodic review of Operational and individual Activity systems and records to ensure compliance with Structural Funds Contract/Grant offer Letter, Scottish National Rules and EU Regulations in preparation for audits. Responding to and liaising with the Scottish Government notifications of audits. Supporting projects in preparation for audits and during audits.
- o To ensure and implement adequate storage and retention of all electronic and paper information regarding the Strategic Intervention in line with Council retention Policies and in accordance with Structural Funds Contract/Grant offer Letter obligations for each Operation and the overall Strategic Intervention.

The Highland Council Inverness Scotland  
Administrative Assistant ERDF/ESF (From August 2018 to July 2020)

Job responsibilities consist of:

- o To assist with the administration of procedures which meet the reporting requirements of ESF and ERDF supported projects including evidencing activities and results.
- o To assist with the administration of systems for the accurate processing, recording and monitoring of financial expenditure by the ESF and ERDF supported projects
- o To assist with the establishment and administration of effective audit, compliance and evaluation processes for the ESF and ERDF supported projects.
- o To assist with the support of effective communications between project leads, the Strategic Intervention Co-ordinator and contracted providers.

British Red Cross Inverness Scotland

Community Support Worker (12th February 2018 till December 2018)

Job responsibilities includes:

- o Support people with learning disabilities in their day-to-day routine.
- o Provision of support to people with elderly, Children and with learning disabilities in their daily life.
- o Working in team to support the management in Duty Rota.
- o Moving, assistance and medication support to clients.
- o Inclusion of learning disable people in community through provision of social support.

Wave - Waverly Care Inverness Scotland

Young People Education Officer (Sessional) (1st March 2018 till December 2018)

Job responsibilities includes:

- o Conducting awareness raising session in schools on sexual health.
- o Deliver tailored education programs for universal groups, high risks groups or individuals that will enhance self-esteem and reduce risk taking behavior.
- o Assist in maintaining current and accurate information given in education programs.
- o To work with team to ensure participants of the services are involved in the design and review of program delivery.
- o Carryout recording, monitoring and evaluation of service and report as required to senior manager.

Pakistan Village Development Program

Address: Peshawar Pakistan

Designation: Admin & Finance Officer

Duration: From June 2013 till December 2017

Job responsibilities consist of:

- o Preparation of Monthly Financial Demands and Monthly Financial Expense Statements.
- o Maintain inventory record and record of all assets and Expenses.
- o To prepare monthly vouchers, and ledgers for all Projects.
- o To maintain Bank record, update monthly bank book and reconciliation.
- o Administering and Monitoring the Financial system in order to ensure that the office finances are maintained in an accurate and timely manner
- o Oversee the accounts payable and account receivable system in order to ensure complete and accurate financial records
- o Administering employees' files and records in order to ensure accurate payment of benefits and allowances.
- o Employees leave records and leave application processing.
- o Warehouse supervision and recording of warehouse all transactions. Issue equipment and update inventory lists.
- o Making arrangements for workshop/trainings and other projects and program events, booking hotels and guesthouses. Making travel arrangements where required and assisting project management in day to day business.
- o Make procurements of goods and services in line with the organization policies and guidelines on procurement methods developed by operations and procurement manager.
- o Prepare monthly log-sheets of official and rented vehicles, generator and submit monthly reports to Head office.
- o Prepare drivers monthly and weekly schedules and to make sure that the schedule is properly followed.
- o Assistance to Project management in making contracts with General order suppliers, Fuel pumps, hotels and guest houses.
- o Process vehicle registrations, annual renewals of road/token tax.

Pakistan Village Development Program

Address: Peshawar Pakistan

Designation: Field Coordinator Child Protection

Duration: From July 2012 to May 2013 (11 Months)

Job responsibilities consist of:

- o Supervise the Child Care Centers / PLACES, Monitors and Facilitators;
- o In coordination with the Child Protection team members, support regular participatory activities with different groups of children to identify issues affecting children in their communities, and assist the teams to develop appropriate responses;
- o Report general protection issues present in the operational areas to the Project Manager;
- o Participate in the Child Protection assessment and analysis process.
- o Providing administrative support to Admin and Finance Officer in the project.
- o Work with the community and/or camp authorities to address protection issues

Pakistan Village Development Program

Address: Peshawar Pakistan

Designation: Child Protection Monitor

Duration: From October 2009 to June 2012 (33 Months)

Job responsibilities consist of:

- o Maintain contact with the officials, local government authorities, police, health workers, humanitarian organizations and UNICEF to Monitor, prevent and report on (child) rights violations.
- o Ensure equal access of children, women and especially vulnerable people to the distribution of humanitarian and relief services.
- o Establishment and Strengthening of referral system of vulnerable children and women to available services like legal aid, psychosocial counseling, social assistance, health and education
- o Identify and register missing children and parents who lost their children and support in their reunification.
- o Awareness raising sessions with community adults, children and other stakeholders about child rights, women rights and children safeguarding.
- o Supervise and support children and women activities for a minimum of 8 hours per day at the agreed times and Ensure a safe, child friendly and women friendly atmosphere within Child Care Centers.
- o Conduct a daily visual assessment of the children and women and ensure variety of structure games and activities within Child Care Centers catering to the needs of children of different ages, genders, and abilities.
- o Establish a rotation system to promote the sharing of equipment and games between children. Ensure that all games and equipment are accounted for and stored securely at the end of the day
- o Be a positive role model and demonstrate conflict solving behaviors to children and women.
- o Liaise with parents and the community regularly to keep them informed of any developments or problems related to their children within Child Care Centers and surrounding area.

Al-Khaleej Trade Test & Training Center

Address: Peshawar Pakistan

Designation: Accountant

Duration: From September 2007 to September 2009 (25 Months)

Job responsibilities consist of:

- o Prepare profit and loss statements and monthly closing and cost reports.
- o Organizing the visit of foreign delegation and all kind of preparation of their visits like hotels, interview place and security arrangements.
- o Resolve accounting discrepancies.
- o Reconciliation of Credit, Debit and Finance Accounts
- o Issuance of invoices to passengers and other recruiting agencies.
- o Preparation of staff monthly payroll and salary payment to staff.
- o Perform monthly bank reconciliation at the end of every month.
- o Other duties as assigned

Ghazi Security Guards Private Limited

Address: Peshawar Pakistan

Designation: Accounts Assistant

Duration: From January 2006 to August 2007 (20 Months)

Job responsibilities consist of:

- o Assistance to Accountant in day to day accounts activities in office.
- o Develop and maintain records of client's payments and receipts.
- o Staff salary & Payroll preparation.
- o Petty cash management.
- o Providing administrative support to office team.
- o Other duties as assigned

Allied Bank Private Limited

Address: Peshawar Pakistan

Designation: Business Development Officer

Duration: From December 2004 to November 2005 (12 Months)

Job responsibilities include:

- o Meeting with clients as a representative of bank.
- o Orienting the clients about the product.
- o Receiving complaints of clients if any and convey it to management.
- o Preparing weekly, monthly and yearly reports and presents it to management.
- o Other duties as assigned

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree	Bachelors of Commerce	Accounting & Finance	B
NVQ or SVQ Level 3	Diploma of Commerce	Accounting & Finance	B
NVQ or SVQ Level 1	Certificate of Information Technology	IT and Computer Science	A

I have removed personal details that could identify me

## Personal statement

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### Personal statement

I am a self-motivated person who enjoys achieving goals. I have seventeen years' experience in marketing, accounting, planning, leading, managing and implementing projects. I possess excellent communication skills. I enjoy learning and work well under pressure. I have wide experience of addressing and resolving problematic situations. I have good command over Microsoft Office, IT, MIS and quickly learn new systems/software(s) essentials when required. I value clear role compliances and enjoy working to them. I can think critically and analyze vastly different situations. I have demonstrated organizational skills and the ability to work towards deadlines. Throughout my career I value teamwork skills and prioritize the building of effective working relationships to achieve team goals. I am an experienced presenter and have presented projects and their components on different levels. I facilitated capacity building trainings with project staff and key stakeholders on Challenging Gender Based Violence, Child Protection and social services topics. I have a calm nature and work calmly under pressure. I challenge myself to both use initiative and accept responsibilities. My career promotions within organizations reflect my commitment, the fulfilment of job descriptions, and therefore the achievement of management and personal expectations. I have dedication to my roles and sincerity towards my organizations. My qualification in Accounting and Finance along with experience and achievements throughout my career makes me suitable for any Accounts, Administration and Finance posts.

I have removed personal details that could identify me

## Behaviours

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### Managing a Quality Service

I have utilised all my learning into my roles and achieved the best results. I believe in providing best with full devotion and commitment. I have always achieved organisation objectives with my professional excellence, expertise and project management and taking responsibilities of my roles. During my career I have achieved multiple promotions within the same organisations which shows the highest quality of services been delivered and fulfilling the expectations and achieving targets. I have vast experience of working as designer, Planner, manager, and implementer of different projects. I learned out of my experience to analyse the Strength, Weaknesses, Opportunities and Threats and work according to it, either it's a project or myself toward specific project. In my current role I am responsible to claim back from Government the money my organisation spends on public works and economic development. According to my Job description I was responsible for two projects but later on due to resign of one of the team member I got his project responsibility as well. This new project was a big burden because of the amount of work involved in it. I accepted this new task to support my management and adjusted my plans accordingly. After this I started providing equal time to all of the three projects without compromising on quality of the project. Its worth to mention that besides my own projects I have also claimed back from Government the spendings of the new project I got.

### Delivering at Pace

I have worked in different scenarios from Humanitarian services to rehabilitation, planning, economic development, and organizational achievements. When I worked in humanitarian settings, I worked on providing emergency services, specific objectives and worked according to short plans. I used to make monthly and quarterly plans from the overall detail implementation plan of the project. While in normal scenario I worked according to the overall objectives of the organization and according to my job description towards organisational objectives. I always make plans to achieve targets and keep analysing my plans. I do change my plans according to needs and importance of tasks and don't mind adding new task and responsibilities at any time. I mostly worked in team and can manage work pressure nicely. I got the expertise to change my plans accordingly if I receive any new and/or important tasks from management

In my previous role I was working in child protection humanitarian settings and we got severe flood in the area effected thousands of people, damaged their houses and properties. My organisation besides my project requested me to conduct rapid need assessment and accordingly design a Food and Non-Food items distribution amongst the effected people of that area. It was quite a big task but I manage it with my team and we developed Need Assessment forms. Then we formed teams and assigned tasks for conducting assessments which was then followed by distribution of required items. This task was done very nicely without effecting my own child protection project.

#### **Working Together**

I am a good team player and mostly worked in teams. During my career I have been the part of teams and also managed different teams. Some of my teams were as big as 100 members and some as small as 2 members. I proved myself in all teams irrespective of numbers of team members.

I my current role I am working with team of three members. Our task is to make combine all spendings, check eligibility and claim back from Government. When I started as program administrator, I got a huge task to cover back log of previous4 years. It was a huge task because we had three projects and the volume of each project was big. I made a team plan and distributed the task accordingly. Three team members got the tasks of checking eligibility at initial stage and then I checked and sorted the issue and problems in eligibility accordingly. This plan worked nicely, and we slowly slowly not only covered all the back log but also covered the current spendings.

#### **Preferences**

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**Your first choice of work location**      Sheffield

**Your second choice of work location (optional)**      Coventry

#### **Further location preferences (optional)**

I dont mind any location, ready to move to any city I got job in

#### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

#### **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am currently self studying towards AAT Level 4 and I have almost finished the qualification with only 2 exams remaining.

I plan to qualify by Summer 2023 and if given the chance I would like to move on to studying a higher professional qualification to become qualified Accountant over the next few years.

I have the passion and drive for studying further around my other responsibilities as I want to progress in Finance and gain a successful career.

## Your CV

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### Employment History

Accounting Technician  
Start Date: 17/10/2022

#### Current

Employer: Coventry City Council

#### Job Description:

- Deliver Finance Support to service managers and budget holders across the Council's services.
- Responsible for monitoring the housing benefit subsidy claims, including supporting the quarterly forecast and anomalies.
- Processing the year end systems reconciliations, to ensure the claims are accurately represented in the local authority's Statement of Accounts.
- Support budget holders and business partners within my service to ensure budget setting processes are carried out effectively, including quarterly forecasting.
- Completing Final Accounts tasks according to an agreed timetable.
- Processing journals and accruals.

#### Finance Assistant

Start Date: 09/05/2022

End Date: 10/10/2022

Employer: University of Warwick

#### Job Description:

- Maintaining the transaction log and analysing transactions on a weekly basis.
- Approving OPeRA requisitions in line with the Universities regulation.
- Goods receipting using SAP and sending invoices to Accounts Payable for payment.
- Processing expense claims for staff and students ensuring compliance with Financial Regulations.
- Liaising with staff in person and via email advising them of University guidelines for all aspects of financial transactions.

#### Accounts Assistant

Start Date: 02/11/2020

End Date: 18/02/2022

Employer: Corset Story

#### Job Description:

- Daily processing of invoices, bank transactions and refunds.
- Preparing US Tax Return reconciliations.
- Managing the Purchase Ledger and paying Suppliers when due.
- Administering monthly payroll and pension contributions.
- Processing month end journals in preparation for monthly management accounts.
- Monitoring daily communications mainly via email and answering any queries.
- Ensuring payments and amounts are correct to ensure accuracy.

#### Accounts Assistant

Start Date: 10/09/2018

End Date: 26/06/2020

Employer: Volkswagen

#### Job Description:

- Working with MS Excel, Sales and Purchase ledgers and journals.
- Calculating and checking payments, amounts, records are correct.
- Sorting out incoming and outgoing daily post and answering any queries.
- Managing petty cash transactions.
- Reconciling the daily banking transactions.
- Controlling credit and chasing debt.
- Writing and handling cheques.
- Processing invoices and expense forms.

#### Counter Assistant

Start Date: 05/12/2016

End Date: 07/09/2018

Employer: Sainsbury's

#### Job Description:

- Replenishing shelves with new stock and ensuring availability
- Working on the tills and serving customers.
- Having an approachable attitude to help customers and respond to their enquiries.



- Ensure that the displays and shelves in store remain neat, tidy, clean and fully stocked.
- Providing excellent customer service.

#### Accounts Assistant

Start Date: 02/01/2012

End Date: 14/08/2015

Employer: Crystal Business Services

#### Job Description:

- Analysing and investigating annual and monthly financial accounts.
- Preparing financial statements such as income statements and balance sheets.
- Preparing quarterly VAT returns.
- Liaising with managerial staff, colleagues and clients.
- Administering monthly payroll for many companies.

#### Previous skills and experience

I worked at an Accountancy practice for almost 4 years where I learnt accounts preparations and reconciling balance sheet and income statement items. During my time at Volkswagen (1 and half years), I was in charge of the Sales and Purchase ledgers and controlling the credit control function. At Corset Story, I carried out daily Bookkeeping, preparing US Tax Returns and end of month Payroll and Pension duties as part of my job role. I have also assisted with Month end management accounts by processing journal entries.

In my recent role at University of Warwick, I used an internal Procurement system to process requisitions and purchase orders. I also processed expense forms so I have a great eye for detail. I have the ability to communicate accounting processes to non finance staff.

I have good experience in computerised financial systems for example Sage, Netsuite and VT Transaction as well as excellent knowledge of word processing and spreadsheets, MS Word and Excel. In my most recent role I have been exposed to SAP Financial where I am picking processes up swiftly.

I have excellent experience in written and oral communication skills from working in Practice and from my Retail role as well as delivering excellent customer service. I have a high level of numerical, analytical skills and problem solving skills from studying my AAT.

I have a great standard of data entry skills and the ability to work on my own initiative. I can spot anomalies and errors easily with my attention to detail skill.

At my previous role at Corset Story, I implemented new procedures to save time so I have the ability to identify and implement improvements to current processes. For example, converting CSV files from PayPal and converting them to OFX files so they could be uploaded onto Netsuite. This saved time in the long run and allowed me to complete month end reconciliations quickly.

I can work flexibly without close supervision and as part of a team as and when needed. I am able to prioritise and plan workloads effectively to ensure important tasks are prioritised. I like to make a to do list at the start of the day and work my way through depending on what is urgent.

With almost 8 years of finance experience behind me including experience at an Accountancy practice, a well known motor trade Volkswagen, an E-commerce fashion company Corset Story, education at the University of Warwick and now working at in Local Government, I am very adaptable when it comes to using my Accountancy skills in different business environments. This wealth of experience will help in my next role greatly.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
GCSE/O Level		Mathematics	
GCSE/O Level		English	
GCSE/O Level		Business Studies	
GCSE/O Level		IT	
NVQ or SVQ Level 2		AAT	
NVQ or SVQ Level 3		AAT	

I have removed personal details that could identify me

#### Personal statement

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### **Personal statement**

A self-motivated and a hard-working individual, who is passionate to find an Executive position in a Finance environment. I have excellent communication and analytical skills from my experience in Accounts and Finance over the last 8 years. I derive much satisfaction from new challenges that arise as I have a strong self-development focus. I'm open to learning about new processes as well as implement them and I'm not afraid of challenges. I am willing to put 100% effort in tasks that have been assigned to me.

At my previous role at Corset Story, I implemented new procedures to save time so I have the ability to identify and implement improvements to current processes. For example, converting CSV files from PayPal and converting them to OFX files so they could be uploaded onto Netsuite. This saved time in the long run and allowed me to complete month end reconciliations quickly

In my recent role at University of Warwick, I am using an internal Procurement system to process requisitions and purchase orders. I am also processing expense forms so I have a great eye for detail. I have the ability to communication accounting processes to non finance staff.

I have excellent experience in written and oral communication skills from working in Practice and from my Retail role as well as deliberating excellent customer service. I have a high level of numerical, analytical skills and problem solving skills from studying my AAT.

In my current role as an Accounting Technician, I have gained experience of Managing Public Money including processing Grant Income Reconciliations and approving recruitment after checking funding is available. My experience at a local government institute has given me a good insight about knowledge of Public finance that will assist me for my next role.

I have good experience in computerised financial systems for example Sage, Netsuite and VT Transaction as well as excellent knowledge of word processing and spreadsheets, MS Word and Excel.

I have an excellent standard of data entry skills and the ability to work on my own initiative. I can spot anomalies and errors easily with my attention to detail skills.

I can work independently without close supervision and as part of a team as and when needed. I am able to prioritise and plan workloads effectively to ensure important tasks are prioritised.

I possess strong numerical and analytical skills proved from my experience within finance in several different roles. Working in practice improved my analytical skills whilst preparing company accounts, working at Corset Story allowed me to improve my numerical skills whilst working on US tax returns. This job required a good eye for detail as well good numerical skills.

I have the ability to work tight deadlines as I am a highly organised individual with good time management skills. At Corset Story, I took care of the whole Finance function as the Financial Controller left and this taught me how to work well under pressure as well as manage my time effectively.

With almost 8 years of finance experience behind me including experience at an Accountancy practice, a well known motor trade Volkswagen, an E-commerce fashion company Corset Story, education at the University of Warwick and now local government at Coventry City Council, I am very adaptable when it comes to using my Accountancy skills in different business environments. This wealth of experience will definitely help in my next role.

Overall, my experiences within different finance environments, strong organisational and communication skills, experience of financial governance processes, strong numerical and analytical skills and the ability to work towards tight deadlines, I think I will be a great fit for the role of Finance Business Partner Finance Officer.

**I have removed personal details that could identify me**

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### **Behaviours**

#### **Managing a Quality Service**

When I worked in Customer Service, I dealt with an elderly person who would find it difficult to place

an order online due to lack of technology skills.

I had to make sure the customer received excellent customer service even if it meant spending more time which meant potentially working after I finished for the day.

I reassured the customer every step of the way and went through the process of ordering with the customer until the customer was fully satisfied with the the order. I made sure I went above and beyond to ensure the customer received excellent service.

The customer was very happy with my service that I had a mention from my manager that I went above and beyond to help the customer solve his issue. I showed excellent and quality customer service skills by helping the customer carefully and professionally. I went the extra mile which was recognised and I felt good as a person that I helped them with something they were not comfortable with.

#### **Delivering at Pace**

When I worked at Corset Story as an Accounts Assistant, a few months in the Financial Controller handed in her notice. As the finance team only consisted of me and the FC, there was pressure amongst the management, therefore the majority of the tasks were to be handed down to me within a short space of time.

I had to learn the Payroll process, completing US tax returns and paying them monthly/quarterly as well as taking care of bank payments and reconciling bank statements. This was in addition to my daily Purchase ledger duties and monthly sales reconciliation duties.

I picked up the tasks very fast and this taught me to prioritise my workload effectively so each deadline was met. I learnt how to manage my time effectively as well as learning how to work under time pressures. Each task was done effectively and on time by myself and I learnt with hard work and an enthusiasm to learn I could apply myself to any task I was given.

The management was very pleased with my performance and praised me. I felt valued as an employee as I was managing the finance function on my own for a few months before we had another employee start to share the workload. I learnt how to deliver at pace when the need arose for the company.

#### **Working Together**

I took part in a 'Make your mark' project where the goal was to sell advertising spaces to local businesses in a local business magazine. This has to be done in a week so given the tight timeframe, I had to ensure that the team remained motivated and focused.

I set out the tasks to all team members according to their strengths and asked for feedback to identify any changes. Most of my team were young and inexperienced so needed mentoring by the more mature and experienced members to ensure they remained motivated.

Half way through the week, I identified that the progress was slow and we were not selling many advertising spaces. I called for a team meeting and asked for their feedback about what was happening. I suggested some experienced colleagues went to communicate with local businesses with some of the inexperienced team so they learn and become confident with the help of their peers. The others stayed back and designed the other parts of the magazine that was launching. This shift motivated the team to work to their strengths which gradually showed positive results.

The magazine was completed, advertising spaces were sold and we were ready to present our project at the end of the week. I was happy with the outcome carried out by the whole team and everyone learnt a lot of skills which was incredible.

## **Preferences**

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**Your first choice of work location**      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

Yes

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

My role within Accounts Payable, has provided me with experience of supporting monthly, quarterly, and year-end activities, completing processing of invoices, chasing receipting actions, managing the mailbox on a daily basis, and working closely with colleagues from departments in supporting their activities.

Building on skills learnt via Aat apprenticeship and putting skills into real working practice, shadowing Commercial Finance, in a recent Economic and Financial Standing Analysis for potential suppliers who are bidding for the Department's Fast Track to Social Work Contract. Analysing supplier accounts and checking their economic and financial standing. Helped embed learning from Advance Bookkeeping and Financial Statement units, where I was able to place theory into practice, and support my recommendations.

Ability to work to tight deadlines, is a skill which I have developed, and continue to improve on, this has been due to the demands of the daily workloads within accounts payable, and managing the apprenticeship workloads, of completing 20% log, completing evidence, assignments, and online class attendance. I have actively challenged and worked under pressure to meet the demanding targets,

and I been put forward for In-year and Instant Reward recognitions.

My numerical and analytical skills, including experience in analysing data using Microsoft Excel, has been growing, and is continually improving with support from completing a spreadsheets module within Aat.

## **Your CV**

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### **Employment History**

March 2023 – Present

As a Finance Systems Support Executive, my responsibility to provide support to the Department's finance systems and finance systems users via the Service Portal Incident and Request Management Process.

#### Key responsibilities

- Reviewing and actioning requests logged via the service portal and via the mailboxes, to ensure support is available for users and all requests are monitored.
- Ensuring that queries are dealt with accurately and within the agreed times published in the service level agreements.
- Ensuring that team documentation on training and processes are up to date, daily, weekly, and monthly tasks are completed as and when required.
- Monitor the service portal and mailbox during business hours.
- Update incidents/requests so the team and user are aware on the latest progress including those on-hold to review responses.
- Ensure service requests have the appropriate approvals.

Oct 2021 – March 2023

As a Finance Executive my responsibility is for paying supplier invoices on time with the government prompt payment policy.

#### Key responsibilities

- Process all invoices within 2 working days of receiving them. Contribute to the team's principal objective of making timely and accurate supplier payments and achieve Cabinet Office's Prompt Payment Policy of Paying 95% of invoices within 14 calendar days.
- Post invoices to the ledgers within 24 hours of the approval.
- Review and remind requisitioners of invoices pending action.
- Perform daily supplier payment runs in all Business Central companies and ensure that payment reconciliations are undertaken with high standards of diligence.
- Supporting culture of cross-functionality across the Grants and Purchase-to-Pay (P2P) teams at EO level, to ensure that tasks/workloads can be seamlessly covered by any member of the wider Accounts Payable team.

#### Key achievements

- Acknowledgement of excellent work ethic and contribution towards the team achieving their SLA's, nominated for In-year award and Instant Reward.

Jan 2009 – Oct 2021

As a Case manager, aiming to effectively support delivery of benefit enquiries and processing of new claims, operating in a virtual telephony network.

#### Key responsibilities

- Provide efficient/effective response to inbound telephone queries and complete outbound communications as required.
- Advise customers of their rights and responsibilities in relation to their claim and advise customers of all relevant documentation and evidence to support their claim
- Support claimants with empathy and understanding to help adopting an unbiased and disrespectful manner.
- Establish the nature of an enquiry and follow the appropriate internal process or signpost - including specialist interventions (i.e. language line/bereavement officer)
- Consistently put the claimant at the centre of everything we do in line with DWP Customer Charter Standards Work with internal teams to support delivery of processes, promote policies, procedures, legislation, including security.
- Provide evidence of strong collaboration and partnership across departments, continuously improv-

ing the end to end customer journey. Continue to take ownership of individual development by Civil Service Learning and networking with other business areas.

- Taking personal responsibility and ownership to put things right, put the customer at the heart of everything, treat claimants with respect
- Handling customer complaints/compliments including dealing with difficult claimants, share learning from Customer Insight, complaints, compliments, correspondence etc. to drive Customer Service Performance.
- Coach, develop, lead and motivate across teams to achieve performance improvements to support service

#### Key achievements

- Acknowledgement of excellent Customer Service, being awarded a Star Award for resolving a level 3 customer complaint.
- Supporting the department on gaining Customer Service Excellence Accreditation, providing good news stories

Jan 2008 – June 2008

Working with people struggling to pay off debt, finding ways to repay debt affordably and provide advice on dealing with the impacts of debt.

#### Key responsibilities

- Responsible for making outbound calls to gather customer data. Answering phones from customers professionally and responding to customer inquiries and complaints.
- Manage portfolio of clients' accounts with the aim of working with them until they become debt free. Via repayment plan or, in worse cases, through insolvency.
- Multitasking, having clear verbal and written communication skills and ability to remain calm and professional when communicating in challenging situations.
- Confidently communicating with clients and creditors in a professional, respectful and helpful way over the phone.
- Demonstrating good administration skills, logical and articulate approach to work and ability to work accurately and pay attention to details.

Aug 2006 – Dec 2007

Inbound/outbound calls to collect payment on overdue catalogue bills by informing customers of their debt and negotiating repayment plans. While being assertive but tactful on approach. Ability to stay calm under pressure and work to strict deadlines.

Feb 2006 – Aug 2006

Responsible for working behind the scenes, ensuring the accuracy of receipts and payment transaction and making sure all monies are secure. Acting as first point of contact for management via screening calls, collating and filing expenses.

#### **Previous skills and experience**

Through my work history my roles have been either customer facing or via a telephony service. I have worked in a contact centre environment for over 11 years, dealing with inbound and outbound calls.

My Current role as Finance Systems Helpdesk, my role is to provide support to the Department's finance systems and finance systems users via the Service Portal Incident and Request Management Process

- Provide support to the Department's finance systems and finance systems users via the Service Portal Incident and Request Management Process
- Maintain the Department's finance systems to ensure appropriate user access, accurate accounting, and accurate payments
- Provide support to the finance system helpdesk colleagues, with some support required to complete project delivery.

My Role as Accounts Finance Operations Executive, I worked with both internal and external customer base,

- Support the team in the delivery of accurate and timely payments to providers and commercial suppliers.
- Validate and process high volumes of purchase invoices accurately to tight deadlines.
- Perform daily payment runs and reconciliations.
- Handle and resolve queries from customers (both internal and external) in a timely manner, adhering to high customer service standards

Operate processes and systems consistently and diligently.

A previous role as Case Manager is based within a contact centre environment. I work with both internal and external customer base, which may be coming from a vulnerable background.

- My role supported my understanding of the Contact Centre culture, enables me to monitor metrics, including real time management.
- Enables me to understand business priorities, processes, services, and quality standards. While maintaining and developing understanding and awareness of customer service requirements for people with hearing difficulties or disabilities.
- Provide a responsive professional approach to high volume telephone queries and registering of claims to benefit both inbound and complete outbound contact.
- I am aim to establish the nature of enquiry and follow appropriate internal process or signpost – Universal Credit, ESA, or other benefit enquiries.
- In addition, assist customers of their rights and responsibilities in relation to their claim and advice customers of all relevant documentation and evidence required to support their claim.

I have chased leads from providers to support clients who had been refused finance and arranging debt management support to improve their credit rating and or potentially looking at options of declaring themselves bankrupt.

- Dealing with outbound calls, via an automated dialling system, calls made to customers to collect final and outstanding balances before advice of potential escalations.
- Using negotiating and listening skills, to support business needs and performance collections targets.
- Ensuring that information provided to customers are within business remit and FSA (Financial Standards Authority) standards.
- Working alongside team members and management to meet both personal and business targets.
- Supporting and adapting to changes within business and providing administrative support regarding debt management plans and income and expenditure paperwork from customers outlining their financial troubles.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	Certificate	Management Studies	Pass
Degree	BA Hons	Business Studies	2:2
BTEC	GNVQ Advanced	Business	Distinction
A level		Art	D
BTEC	GNVQ Intermediate	Business	Distinction
GCSE/O Level		Mathematics	C
GCSE/O Level		English Literature	C
GCSE/O Level		English Language	C
GCSE/O Level		Business Studies	D
GCSE/O Level		Graphics	D
GCSE/O Level		Science	D

I have removed personal details that could identify me

## Personal statement

### Personal statement

As someone who has experience of working in a finance environment, specifically in accounts payable, I am confident in my ability to process invoices and credit memos, reconcile accounts, and chase approvals and receipting actions, ensuring timely payments of invoices.

In addition to my day-to-day responsibilities, I take pride in building and maintaining trusted relationships with colleagues and stakeholders. I support the accounts payable mailbox and deal with direct email queries about delayed payments, outstanding remittance advices. I understand the importance of timely and effective communication and am always willing to go the extra mile to support those I work with.

I have strong organisational skills and am committed to delivering high quality work. I take pride in the accuracy of my work and continuously look for ways to improve systems and processes. When Central was moving from Desktop to Web Client, I supported UAT testing to ensure a smooth transition. I am currently completing an ongoing apprenticeship and building portfolio of evidence for submission.

I previously took part in CSLocal Future Leaders Academy, I had to complete pre/post learning within allocated timescales with colleagues from different business areas to complete a delegate project, yet continue with day-to-day business tasks, ensuring standards were adhered. Gaining the ability to work



on multiple tasks via the Project-Manager role, I took the role of PM, where I organised/chaired team briefings. I created and distributed the agenda, allocating of tasks based on individual skillsets, and availability of prioritisation. I place emphases on being that I remained in contact with team-members if any issues occurred via email/WhatsApp. Learning and adapting to change targets was key, we had a speaker having to leave due to personal commitments and had to find either a new speaker or delay the task. I arranged a meeting with members, highlighting the concern, putting forward my recommendation of stepping in as a speaker, to ensure we didn't fall behind, jeopardise the other speakers' commitments. I created a timeline to highlight the tasks, ensuring targets were met, also providing opportunity to work on several tasks at one, in advanced to working towards the next part of the project, which supported handover to the next PM smoothly.

My strong numerical and analytical skills, my experience in analysing data using Microsoft Excel, have been developed through completing a spreadsheets exam a part of the Aat Accountancy Level 3.

I can work effectively under-pressure and manage competing-priorities. I use Outlook effectively to support, plan ongoing commitments, prioritising tasks in order of importance. I am committed to ongoing learning and development having been part of recent EO/HEO/SEO development-programme. I ensure that I allocate 20% of my time to off-job learning for my apprenticeship, having exceeded the requirement of logged learning hours. I also plan study-leave effectively to ensure that I meet my learning-objectives.

I have excellent written and oral skills. My written work is of a high quality, and I can present verbal messages clearly and confidently. These skills have been developed, continue to develop, shadowing Commercial Finance, in a recent Economic and Financial Standing Analysis for potential suppliers bidding for the Department's Fast Track to Social Work Contract. Analysing supplier accounts and checking their economic and financial standing. Helped embed learning from Advance-Bookkeeping, Financial-Statement units, where I was able to place theory into practice, support my recommendations.

I supported UAT testing for a new academy joining Business Central. I managed my time effectively to complete allocated testing scenarios, delegated tasks to team members, rearranged meetings to support delivery and feedback. While supporting the testing, I also had to continue to complete my allocated workload. I understand the importance of working efficiently to meet tight deadlines and to manage competing priorities.

Overall, I believe that my skills and experience make me an excellent candidate for the role of Finance Business Partner. I have a strong work ethic, which has been noticed by senior leaders, and have been nominated for In-year and Instant rewards within the last 12 months. I am committed to delivering high quality work and can work effectively with colleagues and stakeholders. I am always looking for ways to improve systems and processes, and I am committed to ongoing learning and development. I believe that I would be an asset to the team, and I am excited about the opportunity to continue to grow and develop my skills.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

My task was to ensure User Acceptance Testing (UAT) for new academy was carried out effectively, efficiently while maintain a high-level of quality service. I needed to communicate the expectations for the UAT testing to the testing team, including the scope of testing and timelines. I also needed to develop a through development plan that outlined the testing processes, test cases, success criteria. I took lead on the testing, as members within the group were either off-sick or on-leave. To help support the setup and ensure that everyone was up to date with the stages, I created an Excel-document to make notes of the testing scenarios, providing explanations and outcomes if the test was successful. This document helped both the User testers and service support teams to keep updated on missed sessions. I communicated the expectations for the UAT testing to the testing team and developed a detailed plan that outlined the testing processes, test cases, success criteria. I updated the Excel-document regularly with progress and highlighted any tasks that needed to be taken by the testing team to resolve issues promptly or discuss at the next-meeting. I provided regular feedback to the testing-team to help them improve and fix issues.

As a result, the testing process was successful, leading to a smooth integration of the new academy in Business Central within the targeted deadline dates. The Excel-document was used as a reference point throughout the testing process, and it helped the testing-team stay up to date with the progress.

### **Delivering at Pace**

I took the challenge of streamlining the process for CPS-payments, which had previously relied on bulky, time-consuming personal notes as main point of reference.

My goal was to create a desk-aid that provided single-step instructions to help navigate and input

payments, reduce confusion and call-times, ensure business priorities and processes continued to be delivered at high-standards.

To achieve this, I collaborated with a colleague to ensure all necessary steps were included in the correct process. I was confident in engaging with colleagues at all levels and generated coaching/mentoring support when required to ensure consistent, high-quality work in a fast-paced environment.

To measure the effectiveness of the new desk-aid, I asked several colleagues how long it took them on average to input a payment while on the call with the customer. The average was 10 minutes. I distributed the desk-aid, asked colleagues to trial it for payment calls and record the average time. The outcome was 5-7 minutes, depending on the systems used.

I passed on my findings to the Learning-Delivery-Officer, received the go-ahead to distribute the desk-aid to fellow colleagues and to use it as a supporting aid for the future training. Proactively seeking feedback from colleagues that it was their-go-aid, helping them process results quickly and efficiently. Through this experience, I developed my collaboration and coaching/mentoring skills, as well as my ability to identify and solve problems in a fast-paced environment. I also learned the importance of seeking feedback and using it to improve my work and achieve targets.

### **Working Together**

I received an inbound call from someone who wanted to register a new claim for Employment and Support Allowance (ESA). However, upon accessing the customer's details, it became clear that fraudulent actions had taken place in the past, and the potential customer should be made unaware of the ongoing investigations.

My task was to gather and analyse evidence while effectively communicating and collaborating with the fraud advisor to tackle fraudulent claims.

I noted the actions and steps to take on the claim for the next agent to take in case the customer called back. While discussing the claim with the fraud advisor to confirm what had happened and emailing the details for referral, the customer had called back and completed the claim with another colleague in another service centre, requesting a benefit advance.

As the appropriate action to cancel the claim, I took ownership and prevented a payment of nearly £600 from being paid out. I emailed the colleague who had completed the gather, highlighting the implications and the time and cost wasted by all departments concerned in rectifying their actions.

As a result of my actions, the fraudulent claim was prevented, and a payment of nearly £600 was avoided. I received a follow-up email from the fraud colleague, thanking me for my proactive action to prevent fraud against the department. My effective communication, attention to detail, and ability to gather and analyse evidence helped in tackling fraudulent claims and protecting the departments resources.

## **Preferences**

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**Your first choice of work location**      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No. Currently undertaking AAT Level 3, apprenticeship with Peak Accountancy, due to complete September 2023. Pending results.

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

From my previous and current role where i am working with finance team on daily basis, along with good deep knowledge of XL and co host with IT advisor on weekly webinar with Schools and IT supplier.I am very confident when it comes to deal with supplier and stake holder query, and always deal with very professional manner. I am able to think out side the box and bring new ideas to team which us as a whole team become more productive.  
I am also very good with figures, forecast and customer focus person to ensure I meet all stake holder expectation.

## Your CV

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### Employment History

DFE : Feb 202 till todote EO Role in CTC funding Programme.

HMRC : HEO VAT Payment New Reg. Finance Team Jan 2022 - Dec 2022

Burger King : Restaurant General Manager Sep 2019 - Dec 2022.

#### Previous skills and experience

Dealing with P & L on Monthly basis  
Produce sales and finance weekly report.  
Dealing with supplier query.  
Preparing weekly HR and Payroll and submit to HO.  
Making payments to stake holders on weekly basis, for their VAT refund.  
Working on daily basis on DUPSCUPS XL for CTC payments  
Dealing with any school's finance ,payments queries.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
GCSE/O Level A level Degree		business accounts , economics	

I have removed personal details that could identify me

## Personal statement

#### Personal statement

I pride myself on exceptional organisational and communication skills, which I have developed working through various employment. I am a highly motivated and well organised Senior administrator with experience in a variety of fast paced environments and thrive on providing a solid and essential backup to key positions and projects. My extensive experience developed an excellent eye for detail, and I ensure that all duties are carried out to the highest standards and in allotted time frames. I am comfortable working as part of a team or independently, with a focus on delivering quality administrative support on a continuous basis.

I have excellent organisational skills and I can multitask with my duties at work. I ensure that my work is completed in a timely manner and is carried out to the best of standards.

An example is when I worked as a General Manager within a , reputed food restaurant I identified talent within my team. I use my expertise to recognise any errors and address these accordingly to HR policies. I also was able to spot any discrepancies or unusual activities within my team and work area. This will help me to manage my weekly stock reconciliation, daily waste, in line with our working benchmark policies.

I managed a team of 20 staff this included management of team leaders and Asst. Manager. Our store had a turnover of £2M turnover in a very busy High Street. As a good role model / Team leader I was always required to help and assist my team to gain new skills and encourage them to progress in their roles.

I liaised with suppliers, internal and external stakeholders. This I did by via email or face to face or by phone ensuring I used the best method of communication to ensure all task and queries were dealt with in the most appropriate and quickest way. I developed my ability and always was able to deliver and meet my targets and this resulted in me achieving my KPI results on a regular basis.

Whilst working in various roles I have developed and improved my skills with various web portal online modules and software such as SAP, fourth, and office 365.

I have excellent excel skills this was recognised in my role whilst working with Frankie's and Benny's. On a weekly basis I produced a excel file with all figures and calculations, this proved to be a excellent report confirming data. All stores were encouraged to use this to report their figures on a weekly basis.

As can be seen from my work experience and whilst working for HMRC I have proved to be a valuable member of staff and am always willing to learn new skills and share my ideas with other colleagues.

Overall, I believe I would be a strong candidate for the TL/EO role. It would be a great way to utilise my skills and experience, in addition to maximising my contribution to the Civil Service.

I have removed personal details that could identify me

## Behaviours

#### Managing a Quality Service

I started a role within the HMRC VAT accounts payable team as HEO on a temporary contract. I was asked to deal with a problem where, a payment had not been made to a VAT trader after his returns that had been submitted. I had all the expertise to deal with this query. The customer was querying payment and was very angry. I contacted the upset customer by email and advised them that I would now be dealing with ensuring payment for their VAT return and that I was their future contact for any queries. I advised them to liaise with me directly for any updates and that I would be the mediator for this query.

I obtained a copy of the VAT return and immediately noticed after analysing all documents that the problem was there was no URN number on the return. I contacted our Birmingham VAT Return process team and confirmed clarification from them and obtained the URN number as a matter of urgency. I immediately checked the customers VAT return and authorised and approved the payment. I obtained an email of confirmation to state that their payment had been processed.

I then notified the VAT trader of the outcome, and they were very happy as I had dealt with their query in 2 days when they had been waiting 42 days for payment. Using my initiative resulted in an email being sent into the office stating how proactive I was in dealing with the query.

#### **Delivering at Pace**

At HMRC I was the training mentor. I trained all new incoming contingency staff in the team. I sat and worked alongside each member of staff within my team and explained all SAP financial portal and procedures. I advised my team that one of our team objectives was to deal with all new VAT Registration within the 2 days' timescale. I recognised a problem with one of the staff that I had trained during the week. I could see my colleague was struggling understanding the process. I advised him to take notes and suggested they wrote them in a way in which they understood and were able to follow. I issued him with extra relevant paperwork and access to folders that he could use to understand the process. I sat with him and observed his work very closely and sample dipped some of his work. I noticed a lot of mistakes and realised we were not going to meet our SLA target of 48 hours. I informed my line manager and had some work allocated to another colleague, so we did not miss our target and objectives. As the work was reallocated to other colleagues I was able to offer one to one guidance to my colleague working through each problem one at a time to work out exactly what he did not understand. This resulted in my colleague processing all VAT registration process correctly and within the time scale deadlines.

#### **Working Together**

I volunteered to support as HEO daily task due sudden resignation . I deal with a range of queries from a variety of stakeholders external (schools across all UK) and internal stakeholders. I deal with the high volume mailbox daily, categorisation and prioritising all work. I am required to update the mailbox categorise and the stats to my Programme manager and Programme lead on weekly basis in our team meeting.

During this time I was required to make payment to Schools, RB's, we used to use a three different types of excel files. I noticed that some data was duplication and time consuming, I used my excel skills and various formulas into Finance Tracker and DUPS template. This avoided using the third excel which was a duplication. I had a discussion with my Programme manager and explain the benefit of using my new excel revised sheet and took on board any suggestions. She asked me to present my excel sheet to the team in the next team meeting. This resulted in a improve productivity within the team, and we were able to expedite school claims and payments quicker.

My my Manager confirmed that she was really impressed with my work stating colleagues and Managers felt that this excel sheet that I had produced and that we were processing resulted in more claims and payments being processed within the team and saved a lot of time.

## **Preferences**

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**Your first choice of work location**      Coventry

**Further location preferences (optional)**

London

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I have a bachelor's degree in Accountancy & Management, and given CIMA BA level equivalence.

I have started Level 7 CIMA Apprenticeship in March.

## Your CV

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### Employment History

Government Banking & Payments - Assistant, Benefits Analyst & PMO Support - HMRC Higher Officer (Mar 2019 to date)

- Providing finance support to a Programme with a budget of £26 million
- Training and supporting new team members remotely while delivering end-to-end monthly financial activities
- Designed & Implemented processes to monitor financial data, providing assurance and audit trail



- Developed and implemented a standardised governance process for projects, supporting business continuity, skills transfer and closing knowledge gap
- Introduced Power BI to review & report project financial data

#### Core tasks

- Add/prepare and post accruals
- Raising Purchase Orders (PO)/assessing VAT treatment/Receipting/invoice receipting, reconciling, and closing POs
- Prepare & share spend variance report to stakeholders to inform budget reallocation decision process
- Engage monthly with stakeholders, e.g. Business Managers & IT Delivery Leads, to ensure information is available to support budget management, funding availability.
- Ensure correct processes are followed providing the required audit trail for spend approval and budget management
- Check monthly recharges, liaising with project team and IT Delivery Leads to obtain approval & challenge appropriately to ensure costs are allocated correctly
- Review supplier cost profile documents to ensure budget requirements and inform forecasting
- Review, prepare & submit adjustment forms to update SAP accounting system to ensure budget availability to cover forecasted costs & journal postings

Government Banking & Payments - Business Analyst – HMRC Higher Officer (Jun 2017 to Feb 2019)

Represent HMRC Payments Process Owner in departmental Programmes and Projects which impact payment processes, ensuring HMRC Payments Strategy is observed and implemented.

- Designed and implemented digital solution for overseas payments with the view to reduce clerical intervention and alignment across all tax regimes
- Digital Ambassador supporting the delivery of digital strategy across HMRC

#### Professional Training

- Level 7 CIMA Apprenticeship (induction in March 2023)
- Level 4 Project management Apprenticeship (2018-20)
- Agile Delivery – Foundation (2019)
- MS Excel Expert
- Bachelor Degree in Accountancy & Management (equivalent level to CIMA BA)

#### Professional Memberships

- CIMA Student
- APM Associate

#### Previous skills and experience

PAYE & SA Process Owner - Business Analyst – HMRC Executive Officer (Oct 2012 – May 2017)

- Compiled & analysed data with 50,000 lines for options paper for ExCom make informed decision regarding debt write-off
- Facilitated collaboration between three department (Process Owner, Operations & Debt Management) to deliver £100m debt reduction

PaceSetter Project Support – HMRC Assistant Officer (Apr 2008 – Oct 2012)

- Developed and implemented T&S Forecasting tool for circa 100 team members, 80 being regular travellers, which contributed to reduce overall variance from 6% to average 3% per month. reducing variances within departmental tolerance, meeting departmental targets of +/- 5%
- Streamlined stationery budget reporting and monitoring system to simple and uniform approach enabling the Finance manager to comply with a 35% reduction in stationery budget achieving a forecast against actual spend variance of 0.9% at financial year end.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	APMQ Level 4	Associate Project Manager	
Degree	Bachelor's	Accountancy & Management	

I have removed personal details that could identify me

## Personal statement

### Personal statement



I am a finance analyst for Payments Programme delivering modernising payments processes for HMRC, promoting efficiency and improving customer journey. Reading your job description, I related with the work delivered by Pre-16 FBP Team and felt this is a great opportunity to expand my experience and consolidate my skills.

I have a bachelor's degree in accountancy and management, and I have been awarded CIMA BA level exemption.

I joined Payments Programme five years ago, starting as business analyst and when the opportunity presented, I moved to Governance Finance & Assurance (GAF). The programme has a budget of £26m and delivering eight major projects.

My role as finance assistant to Finance Business Partner includes

- Oversee monthly financial processing and timely financial reporting to HMRC Central Finance, nurturing good working relationships
- Maintain accurate budget management records supporting integrity via audit trail
- Maintain accurate information in SAP Accounting System
- Detailed review of impact documents to inform budget requirements and profiling of monthly forecast
- identify risks/opportunities linked with over and/or under spend to inform decision
- Coordinating budget across the multiple projects
- Communicating financial data & processes to non-financial stakeholders

When I joined the Finance Team, there was minimal processes in place. Gathering data requirement from Financial Business Partner I developed & implemented various financial monitoring processes to meet the standards for Managing Public Money. A good example is the Purchase Order monitoring process which was pivotal to resolve a funding discrepancy between our & supplier records. With the readily available information through the new process, I was able to do a deep-dive reconciliation and identify the discrepancy to a particular credit note processed outside the new invoicing process, in error. The prompt findings paired with a follow-up call with the supplier fostered an open dialogue leading to a resolution agreed by both parties without jeopardising project delivery and / or relationship with the supplier.

My role requires flexibility and initiative. Aware the FBP was under pressure to submit End of Year financial reports, but was missing information from one project, I took ownership for the task. I emailed the IT delivery lead, explained what was required, why it was needed and the impact if not received within set time. I followed up with a phone call to address any queries gaining full engagement from IT delivery lead. Within two hours of my communication with the IT delivery lead I received the information and the FBP submitted relevant reports to ensure funding availability.

My data analysis / manipulation skills were pertinent to review T&S spend for circa 80 staff. The FBP needed to reduce forecast variance as it was above the departmental tolerance. I downloaded the data for the past 6 months, using Excel I identified trends & pattern of spend. Using this data, I developed T&S Forecasting tool to be completed by the staff, which provided more reliable budget requirement. My efforts contributed to reduce forecast variance from 6% to average 3% per month, staying below departmental tolerance and target of +/- 5%.

As business analyst I had the opportunity to complete APM and Agile Foundation qualifications. To consolidate my learning, I volunteered for the role of Risk Champion, representing my team at the Focus Group Meetings. Through this network I gained access to best practice which I used to design and implemented a Risk Management & Escalation for my team up to Deputy Director aligned with the HMRC Risk Strategy. I also delivered Risk Management awareness to the team.

In previous role as Internal Auditor, I visited customer sites, observed, and evaluated their financial processes and control procedures. I reported my findings to the Financial Controller / Finance Director highlighting strengths and areas for improvement, increasing data accuracy and mitigating risk of fraud. This experience and knowledge have been at the forefront in my subsequent roles, always ensuring strong audit trail on transactions and implementing strong controls to ensure accuracy.

I have always been an advocate of continuous improvement, exploring new ways of working and improving productivity. As a Digital Ambassador I encouraged colleagues to embrace new digital tools such as Planner which has been successfully adopted for task management & prioritisation.

With my considerable range of skills and abilities that I have developed and honed throughout my time in HMRC, I believe I would be a great asset to the team, and although new to the Department I am confident I would be able to start contributing immediately to your team's efforts.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Senior Responsible Officer (SRO) required financial expertise to assist with monitoring project spend and inform budget requirements; I offered my accountancy knowledge and experience to review and report relevant data.

I reached out to Finance Subject Matter Expert in Programme Management Office, learned about suppliers, and gained access to key data. On review I identified different invoicing processes, which prevented a single and comprehensive view of project expenditure. Conscious of the urgency for management information (MI) and staff unfamiliarity in data analysis I aimed for a Minimal Viable Product. I used basic Excel analytical capabilities to create a mock-up data-table to consolidate invoice data mitigating potential risk of single-point-of-failure.

I presented my findings to SRO & deputy via Teams call, providing a visual walkthrough and a short demo of data reporting capabilities of the proposed approach. I invited questions and feedback to gauge their understanding and onboard suggestions. Satisfied the process would meet immediate reporting needs they greenlit my proposal. Aware the outputs would inform budget requirements and influence decisions data accuracy was critical. To minimise error margins, I set up regular calls with supplier liaison to align monthly forecast and spend data, whilst seeking feedback on the process. Suppliers commended it as a much-improved process.

Anticipating risks and taking a tailored approach to the task enabled me to deliver a standardised, professional process to monitor project spend whilst providing quality Management Information to SRO/ key stakeholders. My continued stakeholder engagement facilitated an open communication channel and improved budget control.

### **Delivering at Pace**

Due to change in central processes, I had 9 days to have 17 purchase orders fully approved in place and prevent external suppliers to down-tools.

I identified the milestones of the task - Budget Availability, Raise & Submit Purchase Orders for approval, Share Purchase Order Number with suppliers, and setup a timeline. I discussed the task with the team confirming requirements/deliverables were understood, and I checked skills to marry-up tasks. Using Teams Chat I keep in regular communication with the team to answer any queries and track progress against milestones.

I reviewed my regular tasks, reprioritised as appropriate and informed stakeholders to manage expectations.

I downloaded budget report from the accounting system and immediately identified some projects required additional funding from Central Finance. Aware of lead time of a week to process funding requests, I called the Finance Business Partner to obtain prompt sign-off of relevant forms before sending for processing. I called the Central Finance Team SPOC, explained the situation, and I managed to get my request fast-tracked.

Meanwhile, I drafted purchase orders for those awaiting budget release, so they were ready to submit when the budget was made available, minimising further delays.

I worked closely with Purchasing Team so purchase orders for high-risk projects were being progressed for approval, keeping business and IT delivery managers informed.

By setting key milestones and working collaboratively, I obtained necessary funding, raised purchase orders in time, ensuring continuity in project delivery and mitigating the risk of reputational damage.

### **Working Together**

Lack of direction was hampering progress in the migration of data from Central Archive Folders to Share-Point. As I had experience in data migration, I offered to lead delivery planning.

I reviewed work completed to date and became aware that previous remote engagement had become disjointed. As teamwork was critical for a successful delivery, I scheduled a face-to-face workshop with the stakeholders; Digital Ambassadors (DAs), lead senior officer (representing management), governance team (representing users).

Referring to my previous experience I provided an overview of what was involved in data migration. With clearer understanding of the deliverables, the group felt motivated. With a focused goal the group engaged in open discussions leading to key milestones and activities being agreed.

Ownership of information management was a point of contention between DAs and Governance Team. I was aware the task wasn't within DA remit, but it was important to all members to be heard. I advised the attendees that the forum was a safe space, and all individuals were given an opportunity to express their honest views. After listening to all, I referred to the DA terms of reference. Furthermore, I suggested a dedicated resource in line with departmental policy concerning need for data owners to have responsibility for information management. This was put forward to senior management for consideration.

With an open and honest forum, I inspired team collaboration & mutual respect. I facilitated drafting of a structured delivery plan, and I influenced the appointment of a dedicated resource for information management.

## Preferences

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**Your first choice of work location**      Coventry

## Role specific questions

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

Yes

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## Declaration

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I hold a degree in BA Accounting and Finance which holds me part qualified towards all professional qualifications in this field. Such as CIMA, AAT, ACCA etc. I do plan on completing my CIMA qualification within a year to become fully qualified.

## Your CV

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### Employment History

Warwick University

### Previous skills and experience

At this job role, I am responsible for raising and processing PO's and invoices ensuring thorough checks are made against the criteria. I am also responsible for processing payroll in numerous ways. Booking travel for staff internationally and within the UK. Along with this, I process their expenses and advise them on how to claim them back. Systems used in this job role include SAP, Opera, Concur and Key

Travel. Working alongside Tax and VAT laws, with rigorous financial procedures and regulations of the university this means I have to accept detailed tasks. Working with payroll and expenses this has given me the experience of dealing with emotional individuals whilst maintaining a balanced self. Liaising with Finance Managers, Finance Directors to support financial planning and analysis. This role has allowed me to gain eye opening experience within the HE and public sector. This role has really deepened my passion for finance and given me the knowledge and experience to go further. Working in a HE environment, you come across a high and wide volume of queries.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree		Accounting and Finance	

I have removed personal details that could identify me

## Personal statement

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### Personal statement

At this job role, I am responsible for raising and processing PO's and invoices ensuring thorough checks are made against the criteria. I am also responsible for processing payroll in numerous ways. Booking travel for staff internationally and within the UK. Along with this, I process their expenses and advise them on how to claim them back. Systems used in this job role include SAP, Opera, Concur and Key Travel. Working alongside Tax and VAT laws, with rigorous financial procedures and regulations of the university this means I have to accept detailed tasks. Working with payroll and expenses this has given me the experience of dealing with emotional individuals whilst maintaining a balanced self. Liaising with Finance Managers, Finance Directors to support financial planning and analysis. This role has allowed me to gain eye opening experience within the HE and public sector. This role has really deepened my passion for finance and given me the knowledge and experience to go further. Working in a HE environment, you come across a high and wide volume of queries.

I have removed personal details that could identify me

## Behaviours

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### Managing a Quality Service

Working within finance, handling money is a field where you have to deliver 100% satisfaction rate. As it's not only a job but other people quality of life and financial situation at stake. That being said completing payroll every month where people need to be paid the right amount. I have to process their timetables and calculate how many hours have been worked and which budget this should come out from and if it's eligible to do so. And I deliver this service every month without fail and complications allowing people to be happy with payment.

### Delivering at Pace

Completing requisitions and purchase orders and invoices. This is something I do on a daily basis as staff and students place orders for what they need. It is my role to process this and do the checks such as H&S, budget checks etc. This is a job that needs to be done ASAP as many many orders come through which need to be acted upon.

### Working Together

Working as part of a finance team, everyone has roles and responsibilities to do. But as a team they need to be completed together. Working as part of a team at university, this allows me to be educated and experienced in all aspects of my role so if someone is ill or on leave, I am able to fill in and do their role. This can be seen as working together as everyone has strengths and weaknesses, so where people are stronger they would like to work naturally. But this is a better way of ensuring services get completed and the satisfactory rates are higher.

## Preferences

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Your first choice of work location	Coventry
Your second choice of work location (optional)	Sheffield

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am the holder of an AAT Level 3 Advanced Diploma in Accounting, and will commence the AAT Level 4 Diploma in Professional Accounting later this year.

## Your CV

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### Employment History

Finance & Operations Administrator  
March 2022 to Present

Responsible for all purchasing, sales processing and finance administration relating to Students' Union operations. Reporting to the Finance & Operations Manager and Operations Team Lead, providing administrative support and reporting on key projects and activity. First point of contact for finance and operations queries, working closely with stakeholders to ensure the spend of grants and fundraising money meets regulations and charity laws. Ensuring all finance records are properly maintained for

audit. Providing support in the Student Centre reception, at key events and during student-led activity requiring supervision.

#### Finance Officer

April 2021 - November 2021

Preparation of client accounts to extended trial balance, including VAT returns. Liaising with clients to ensure that records are received complete and timely, and that accounts are prepared to dead-lines. Training of junior staff on bookkeeping practices and ethics. Assisting with submission of yearly accounts to Companies House, and in Corporation Tax computations under the supervision of the Accountant.

#### Bookkeeper

February 2019 to May 2019

A bookkeeping position within a small scientific research and manufacturing firm. Sole responsibility for preparing and maintaining all aspects of the company accounts. Additional duties as assistant to the Managing Director supporting on Research and Development programme administration and reporting, as well as reception.

#### Accounts Clerk

December 2016 to February 2017

Sole responsibility for all aspects of bookkeeping, and preparation of annual client pension and investment statements. Assistant to the Managing Director including diary management and providing a reception function.

#### Business Analyst

July 2015 to June 2016

Working as part of a team of four to manually invoice my own ledger of business customers, for fleet management services, based on their contract specifications. Providing management reports for internal and external stakeholders.

#### Senior Credit Controller

March 2015 to June 2015

Working as part of a small team, within a recruitment agency, to monitor and reduce the level of outstanding debt on the sales ledger. Management of own ledger of 300 business accounts, with a value of £2m. Ad-hoc reporting tasks for senior management.

#### Strategic Account Credit & Risk Controller

November 2013 to March 2015

Working as part of a small team, within a large courier firm, to monitor and reduce the level of outstanding debt on the sales ledger. Management of own ledger, of the company's top 10 business clients, with a value in excess of £6m. Providing finance and operations reports for internal and external stakeholders.

#### Credit Controller

November 2009 to November 2013

Working as part of a small team, within a large international shipping firm, to monitor and reduce the level of outstanding debt on the sales ledger. Management of own ledger with over 2000 business and private individual accounts.

#### **Previous skills and experience**

- Allocation of grants and project funds, ensuring spends are in line with regulations and Charity law
- Using Computerised Accounting Software (Sage 50, 200, Cloud Accounting)
- MS Excel Intermediate to Advanced (Vlookups, pivot tables, IF statements, data validation, cleaning and presenting data)
- Bank reconciliation
- Journals/corrections
- Prepayments and accruals
- Indirect tax/VAT returns
- Preparing final accounts for sole traders and partnerships
- Supplier and credit card payments (payment signatory and authorised company card user)
- Credit control
- Audit record keeping



- Working to client, business and HMRC deadlines
- GDPR and Safeguarding
- First point of contact for stakeholder financial and operational queries

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	AAT Level 3 Advanced Diploma	Accounting	Distinction (94%)
GCSE/O Level		10 GCSEs	A* - C

I have removed personal details that could identify me

## Personal statement

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### Personal statement

#### Personal Profile

An AAT Level 3 qualified Finance & Operations Administrator with over eight years' experience providing effective business and finance solutions for senior management, across several sectors including Research & Development, Logistics and Financial Services.

Currently employed by a Higher Education institution, and solely responsible for the finance administration of grants and project funds, working closely with stakeholders to ensure the spend of grants and fundraised money meets financial regulations and charity laws.

Highly meticulous and detail oriented, with a talent for organisation, number and analysing and presenting data.

#### Professional Achievements

- Co-ordinated and processed all purchasing and sales for the annual Varsity event held across three sites, with over forty fixtures, and over 1,000 spectators in attendance.
- Created a spreadsheet to collate, clean and present an import journal for multiple monthly vehicle mileage charges, which partially automated the task and resulted in business time saved.
- Implemented a Google Docs system enabling senior management to track credit control team cash forecasts in real-time, facilitating more efficient cash flow management and decision making.
- Identified a system error causing the double-billing of a top client, managed the fix and repaired client relationship to retain business.

I have removed personal details that could identify me

## Behaviours

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### Managing a Quality Service

As a Finance Officer at an accountancy firm, I was responsible for ensuring that VAT returns were submitted to HMRC by the deadline stipulated. VAT returns were due for the majority of clients around the same time, which required careful planning of resources to ensure that all deadlines were met.

To ensure that all clients received the same high quality of service I created a spreadsheet detailing relevant client information, details of the service required, the deadlines, and the requirements in order for those deadlines to be met.

I then planned my resources by allocating my time, and the time of junior bookkeeping staff, to each client in order. This order was determined by the date of deadline, the level of work completed and the level of work outstanding.

Daily on the run up to VAT returns, I would use this spreadsheet to log paperwork received, to note any follow ups that were required and would delegate tasks to the bookkeepers as required, while I focused on preparing the VAT returns and being communicative with clients to maintain good relationships.

This resulted in VAT deadlines being met, and subsequently in colleagues who knew exactly what they needed to do and by when, and clients receiving the high quality service they expected.

### Delivering at Pace

As a Finance & Operations Administrator for a University Student's Union, there are always multiple projects, events and campaigns running simultaneously. This requires flexibility to overcome obstacles, changing deadlines and differing stakeholder requirements. My role is to deliver an efficient finance function, including general accounting, at pace.

Recently, our annual Varsity sports competition coincided with the annual Elections campaign, meaning that two different teams required an unusually high dedication of finance services at the same time.

I first implemented a change to the Purchase Order procedure, by adding a 'date required by' to the PO forms. This enabled me to prioritise items required by the two teams in order of when they would be needed, ensuring my time was being spent efficiently and that I still had time to allocate to regular projects and deadlines.

This resulted in the correct items arriving at the correct times throughout the planning stages and events themselves for both teams, and that no day to day finance function was impacted by the increased demand on my services.

#### **Working Together**

As a Strategic Account Credit & Risk Controller at a Logistics company, I was lead of a team of ten, reporting to the Credit Control manager. The team was paid an equal share of a bonus on the overall team's collections for the month, so it was important that everyone worked together to achieve the targets for the bonus.

I created a Google Docs spreadsheet which could be accessed by everyone in the team to record their expected payments in. A total on the spreadsheet would show how close the team were to hitting their bonus target for the month.

This had two results; 1) the teams' morale was boosted and the closer the target got, the more they would support each other to ensure that they hit it, and 2) senior management was able to access the spreadsheet and use it as part of their cash flow monitoring, which enabled better decision making and planning of financial resources.

#### **Preferences**

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Your first choice of work location      Coventry

#### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

#### **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	Yes
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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### **Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am an accountancy and finance graduate with a 2:1 classification. I chose to further my degree by undertaking the ACCA qualification which currently I am on the final paper for.

Through my employment I have managed to work in various industries and roles where I was required to produce accurate costing reports which related to my budget holders.

Additionally I had to build relationships with various stakeholders such as external dealers who had queries, or internal budget holder who required a further explanation of their budget.

I am able to work in a fast paced environment and react to the business's needs. I am able to prioritise certain task such as closing of month end.

I have managed to work in various roles in finance, these consisted of working in accounts payable/receivable, treasury and analytics.

## Your CV

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### Employment History

Coventry city of culture trust - Finance Officer - Responsible for the whole account payable function. Posting of invoices, preparation of payment run.

Cumbria county council - Health and wellbeing officer - Index tracing capturing all relevant information. Identifying potential outbreaks to prevent further transmission.

SITEL - Contact tracing - Undertaking contact tracing and advising cases and contacts as required. Ensuring cases understand government guidance and isolation requirements whilst assisting with queries.

Coventry University – Treasury assistant – Posting all income/expenditure across the whole University and its subsidiary accounts. Investigating and analysing actual figures to forecasts. Producing reports on departmental performances.

PSA Groupe – Finance analyst – Managing/preparing/analysing annual budgets for capex expenditure. Analysing dealer performance by using dealer's financial statements and ranking dealers based on various KPI's across the whole dealer network. Organising and chairing meetings with departmental managers to investigate budget queries. Ensuring month end profit and loss and balance sheets provisions were correct prior to consolidation.

Celesio – Accounts receivables assistant – Allocation of cash receipts ensuring maximisation of collection of cash in a timely manner so deadlines are met. Identifying any potentials issues with customer's accounts, highlighting any discrepancies to account receivables controllers. Maintaining good relationship with key accounts, query management and escalation process are handled efficiently.

### Previous skills and experience

Ability to work under pressure - I am able to utilise my time by planning my day to ensure month end obligations are met. I am able to prioritise urgent workload depending on organisation's needs.

Analytical skills - I am able to produce reports which are obtained from large complex data, ensuring results/information can easily be identified.

Communications skills - I am able to communicate effectively both internally and externally to various stakeholders. This ranged from dealing with suppliers/dealers queries or producing key management costing reports for senior managements.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)

I have removed personal details that could identify me

## Personal statement

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### Personal statement

I have managed to work various jobs through my employment which has given me valuable experience.

In these roles, I had to ensure that procedures and processes of the company were met. An example of this was, when complying a payment run with invoices, I had to ensure that all invoices present had sufficient paperwork such as what the invoice relates to and suitable approval from management. This helped to ensure all invoices were approved for payment and were for business use.

Additionally I like to keep close relationship with colleagues, as by keeping close relationship, it allow you to focus on meeting the company's objective.

An example of this was when I formed a close relationship with various council's point of contacts. I had worked previously at a housing association where we received payment from the council in regards to

care provided to service users. By forming close relationship, it allowed me to work at a higher standard and be proactive in chasing remittance advice needed to complete certain task needed for the closing of month end.

Throughout my employment, I have used various software such as SAP, Excel and various in house systems. This has allowed me to gain valuable experience and significantly with Excel has allowed me to use my analytical skills/data manipulation to work with large data sets. An example for this was when I was required to compare budget holders on how they performed, comparing their actuals vs budgeted figures.

Alongside producing key reports for senior managements, I was often tasked with closing of month end and other ad hoc duties depending on the company's needs. During this time, it was often highly pressured and had to ensure a plan was put into place. I had to prioritise certain task to ensure that they were completed prior to month end, as the closing of month end was a priority.

Lastly I worked as a finance officer for a local based charity, helping people with disabilities to continue on with their lives. As a company, we assisted with the finance aspects of life such as payment of bills, safeguarding their assets. As it was public's money, extra steps were in place to ensure safeguarding of their assets. Additionally we were trained to identify any potential safeguard issue the clients may be facing, as generally the client were more at risk.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

I was tasked with producing a report ranked all dealers that were under our umbrella. The report was going to rank how the dealers performed ranking them on various different KPIs.

The information that would need to be gathered firstly had to be obtained from other departments within the organisation and information submitted from us from other dealers.

Once the information to produce the report was obtained, the production of the report was started. I had to do my own analysis/manipulation on the data obtained, whilst querying any outliers.

As the report would later be sent to all dealers, I had to ensure that the reports produced were correct and that the information that was used were valid. I looked at previous reports and compared the overall ranking of dealers to see whether some dealers obtained a better ranking than normal. I had to use professional scepticism to question the validity of the report and information used and if required had to questioned the information given to us either via departmental meetings or liaising with dealers.

Once I was happy with the reports, this would then be submitted to our portals, so that dealers could check how they performed.

Any queries/concerns from dealers were answered by myself and ultimately I helped to ensure the project was completed to an appropriate standard.

### **Delivering at Pace**

I was responsible for the budget of fixed cost for several departments. I was responsible for the closing of month end, whilst producing reports that would go to senior members of staff across the company. This was typically required to be completed in the first days of the new month and preparation in the previous month was required to be completed on time. I set up meetings with all the budget holders to keep up to date and I noticed that one of the budget holders had trouble finalising his budget.

To ensure that month end stayed on track I created a timeline of activities with dates. I split the workload up for the budget holder as it meant that I could make a start on the reports without it delaying the timing for the rest of the team to quality check the reports and meeting the deadline set by senior managers. I set up a meeting with that budget holder and explained the tight timeline. During this period, it was highly pressured, I ensured that I kept in regular contact with the budget holder to keep on track with the expected delivery. I was able to determine if additional support was required to avoid any delays.

I ensured I remained on top of my workload by planning effectively and prioritising tasks that were most urgent. As a result, all reports were created and delivered on time and there were no delays or setbacks.

### **Working Together**

I was responsible for a in house system which we called ebilling. This system was used to import excel worksheets into our SAP system. During one of the uploads, many dealers were incorrectly charged. I

decided to investigate why this problem had occurred alongside I set up and chaired a meeting, I ensured I had input from all the different areas and worked collectively in devising an action plan. I and my colleagues agreed to set up a running check/ posting dummy spreadsheet to attempt to identify the cause of the problem. I set up a collaborative workspace and asked teams to share their results. I ensured that time differences were considered when setting up meetings. Whilst testing I ensured the dealers that were incorrectly charged were kept up to date with the actions that were being undertaken.

Through sharing results, it came apparent that the cause of the problem was that some dealers were incorrectly created on the system causing VAT to be incorrectly charged. The information that was gained was able to be used to issue refunds in a timely manner. This information was then shared with set up team, working with them a guide was created on how to check and set up dealers correctly which was circulated to the wider teams and helped to prevent errors in the future and maintain accuracy. This helped me to gain a further understanding of how ebilling works and established active communication channels which I did not have access to.

## Preferences

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**Your first choice of work location**      Coventry

## Role specific questions

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## Declaration

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am an Associate Chartered Accountant (ACA)

## Your CV

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### Employment History

(Nov 2022 -Feb 2023) MoneySuperMarket Group  
Commercial Accountant/ Finance Business Partner

- Partnered with the commercial team on money vertical channels performance and weekly forecasting of revenue across verticals
- Monitored and conducted walkthroughs to ensure controls are applied and deficiencies identified corrected and completed month-end activities accurately.

- Prepared financial analysis and insight on latest forecast and monitored KPIs to track business performance.
- Maintained processes to ensure the accuracy of information (Revenue, Gross profit, Sales volumes, and Conversion) etc.
- Provided Leadership for Finance team to ensure an effective financial control environment.

(Aug 2019 –Nov 2022) Crown Interactive Limited – [Technology, Media, and Telecom (TMT) Sector]

Finance Business Partner Lead

- Led advisory for financial strategy, direction, analysis, planning, accounting, tax, and other regulatory compliances to the business.
- Developed Five-Year business plans, budgets, forecasts, cashflows and financial results to guide management decisions.
- Partnered with business leaders to provide strategic finance support on business initiatives and tracking relevant KPIs by building business cases and financial models with scenarios.
- Corporate Finance and Investor Relations-Led financial analysis and due diligence for capital raising transactions and preparation of executive-level reporting with visualizations for senior management and board.
- Provided Leadership for Finance team to ensure an effective financial control environment.

Key Achievements:

- Built dashboards that helped business leadership track key operational metrics using Power BI.
- Developed and automated robust financial models to plan scenarios and forecast the outcome of projects to ensure outcomes are beneficial with Ms-Excel.
- Designed the headcount reporting model to give visibility on Joiners/ Movers/ Leavers and FTE analysis using Power BI.
- Led the implementation of an enhanced Financial Planning and Reporting systems and creation of a Cost Breakdown Structure (CBS) for projects.
- Presented regular reports with detailed financial analysis and insightful business commentaries on current and projected revenue, cost and resources - highlighting opportunities and risks against Forecast and Budget using Power BI

(Nov 2017 –Jun 2019) Nielsen Holdings Plc.- [Technology, Media, and Telecom (TMT) Sector]

Manager, Financial Planning & Analysis (Maghreb, East & West Africa)

- Drove management reporting and provided insightful commentaries into the financials and strategy of the business and partnered with country & commercial leaders in identifying risks and recognizing opportunities to achieve operational and strategic objectives.
- Led Financial Modelling, Budgeting/Forecasting, Variance Analysis, P&L Ownership, Ad Hoc Analysis and Reporting of \$+20M recurring revenue across the cluster.

Key Achievements:

- Led process improvements initiatives in month-end close process, reporting, budgeting, and forecasting process to achieve operational excellence in financial controls and reporting.
- Prepared monthly decks with KPIs and data visualizations using Tableau for senior leadership with new initiatives to drive company profitability and growth which improved EBITDA by 20%

(Mar 2015 – Sep 2017) Etisalat - [Technology, Media, and Telecom (TMT) Sector]

Finance Business Partner-Financial Planning and Budgeting Unit

- Provided financial analysis and finance decision support on key business initiatives to the telecommu-



nications business unit operating within a \$15bn turnover global business.

- Partnered and collaborated with business leaders on specific projects to ensure impact.
- Prepared 5-year strategic business plans and identified key financial resource requirements based on corporate strategic goals.
- Managed accrual booking, month-end reviews and reporting with the senior leadership team, cost and overhead analysis, Project/CAPEX accounting, budget and forecast preparation, and monitoring.

#### Key Achievements:

- Built Financial Models to support business decisions and implemented a model to evaluate the profitability of over 200 retail locations and made recommendations to executive management.
- Participated in the restructuring of operations with McKinsey designed to increase efficiency and deliver cost savings of at least \$100 Million to the company.

(Feb 2014 – Mar 2015) Standard Bank Group. - [Banking and Capital Markets]

Finance Business Partner-Information Technology

- Ensured Annual Operating Plans/Revised Annual Operating Plans are strictly adhered to, Cost Projections reviewed and submitted promptly.

- Prepared monthly trend analysis of operating costs and explanations for identified variances.

#### Key Achievements:

- Identified and implemented new processes to improve budget reporting quality and improve accuracy of forecasts.

- Conducted sensitivity analysis to re-negotiate vendor contracts that resulted in 15% savings.

(July 2010 – Feb 2014) Union Bank of Nigeria Plc. - [Banking and Capital Markets]

Finance Analyst

- Assisted in the review of Business Performance &Product Profitability Analysis.

#### Key Achievements:

- Increased productivity levels by providing key contributions toward automation of account reconciliation processes.

- Managed the budgeting and forecasting & variance analysis process across regions.

#### Previous skills and experience

Budgeting , Forecasting and Reporting

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree	Bsc	Accounting	Second Class
Other	ACA	Accounting	Pass

I have removed personal details that could identify me

## Personal statement

#### Personal statement

My goal is to provide comprehensive financial analysis and insights that drive strategic decision-making and business growth. With over ten years of experience as a finance business partner, I have developed a strong understanding of financial statements, key performance indicators analysis and partnering with budget holders in identification of business risks and opportunities.

My ability to analyze complex financial data, identify trends, and communicate findings to stakeholders has been essential in supporting the achievement of business objectives. In my previous roles, I have successfully managed the budgeting process, forecasted financial performance, and identified areas of opportunity for cost savings.

I pride myself on my ability to build strong relationships with internal and external stakeholders. By partnering with various departments, I have been able to gain a deep understanding of business operations and identify opportunities to improve financial performance. I am committed to delivering

initiatives that will impact positively on business performance

In addition to my technical skills, I possess excellent interpersonal and communication skills. I am confident in presenting financial information to non-financial stakeholders and can adapt my communication style to suit the audience. I am also a proactive problem-solver who is comfortable working independently or as part of a team.

As a Finance Business Partner at , I am excited to leverage my skills and experience to build and maintain good working relationship with stakeholders through credible finance knowledge, a customer focused service, and effective communication.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

As a Finance Business Partner, I was responsible for providing financial advice and support to the business, while ensuring that the quality of service provided meets or exceeds the expectations of stakeholders both in timeliness and accuracy.

My immediate task was to improve the quality of service after a feedback survey was conducted with major stakeholders.

I identified areas where the quality of service provided by the finance team could be improved and developed a plan to improve the quality of service by implementing a new reporting process that ensured timely and accurate financial information was provided to stakeholders.

I communicated with stakeholders to understand their needs and expectations and then worked with the finance team to develop and implement processes that met those needs, such as providing customized financial reports that were relevant and easy to understand

I regularly monitored the quality of service provided by the team by reviewing feedback from stakeholders and analyzing financial data. When issues were identified, I worked with the team to identify the root cause and implement corrective action, such as providing additional training or improving processes.

These activity ensured that the team provided a high-quality service that met the needs of stakeholders and contributed to the overall success of business information for reporting and decision making.

### **Delivering at Pace**

In my previous role as a Finance Business Partner at Crown Interactive Ltd, I was responsible for providing financial insights and analysis to support the company's strategic decision-making process.

One of the key projects I worked on was a new product launch that required a significant investment in R&D, marketing, and sales. The project had a tight timeline and required close collaboration with cross-functional teams, including product development, sales, and marketing.

To ensure that the project was delivered on time and within budget, I took the following actions:

Conducted a detailed financial analysis of the project to identify potential risks and opportunities, and presented my findings to the project team and senior leadership.

Worked closely with the project team to develop a detailed budget and timeline, and provided ongoing financial guidance and support throughout the project lifecycle.

Actively monitored the project's progress and financial performance, and quickly identified and addressed any issues or risks that arose.

Developed and implemented financial controls and processes to ensure that the project was delivered within budget and in compliance with the company's financial policies and procedures.

Thanks to my ability to deliver at pace, the project was successfully delivered on time and within budget, exceeding the company's expectations.

The product was well-received in the market, and generated significant revenue and profits for the company.

My contributions to the project were recognized by senior leadership.

#### **Working Together**

As a finance business partner, I was responsible for managing the financial performance of a portfolio of products and providing strategic financial guidance to the product development teams.

One of the challenges I faced in this role was communicating the financial impact of product decisions to non-financial stakeholders in a way that was easy to understand and influenced decision-making.

To address this challenge, I developed a comprehensive financial model that quantified the potential impact of different product scenarios on revenue, costs, and profitability. I also created a series of visualizations and presentations that illustrated the financial data in an accessible and compelling way.

As a result of these efforts, I was able to effectively communicate the financial implications of product decisions to product development teams, senior management, and other stakeholders. By using clear and persuasive language and visuals, I was able to influence key decisions that led to improved financial performance and increased profitability for the company.

Additionally, I received positive feedback from colleagues and stakeholders, who praised my ability to communicate complex financial concepts in an understandable way.

## **Preferences**

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Your first choice of work location      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I have a degree in Accounting from De Montfort University, currently have 8 exemption from ACCA

## Your CV

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### Employment History

Semi Senior (Accounts) : Public Accountancy Practice (June 2022- Present)  
SSC Assistant : Public Accountancy Practice (November 2021-May 2022)  
Bookkeeper: Hospitality: (July 2021-November 2021)

### Previous skills and experience

Preparing year-end financial statements for Limited companies and Sole Traders,  
Assisting with Bookkeeping on occasions  
Preparing personal and Corporation tax Computation.  
Liaising with clients over their accounts and queries.

Supporting Seniors and Managers to deliver amazing advice.

Support regional client facing audit teams by preparing statutory accounts from trial balance under FRS 102, FRS 102 Section 1A and FRS 101

Deliver team outputs to agreed timescale, quality and volume

Work extensively with the CaseWare accounting software and company's workflow tools

Provide support to other colleague teams dependent upon seasonality of core work

Deal with internal queries with colleagues and teams across UK

Bank and Credit card reconciliation

Balancing accounts on a day to day and weekly basis

Management of sales ledger

Dealing with financial statement and filings

Checking supplier statements

Managing invoice and payments

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree		BSC in Accounting	2:1

I have removed personal details that could identify me

## Personal statement

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### Personal statement

I am highly motivated, analytical minded and results-driven individual. I am a hardworking individual who strives to excel in all areas and tasks. I am able to work collaboratively during group work as well working efficiently when independent. As an individual, I believe that learning is always taking place and I am always seeking to improve my current skill set and gain new skills. I also strongly agree that alongside my qualifications my proactive work ethic and problem-solving abilities allow me to prosper within a numerate based role. Over the years I developed excellent interpersonal skills. I am well trained to work under pressure to meet targets. I also developed a lot of transferable skills e.g.: Time Management, Excellent communication skill etc. Currently I am working with one of the progressing Accountancy practice (Top 50) working as Semi senior (Accounts) position. My main responsibility is to prepare Accounts and Tax computation. I also worked with international Accountancy practice their shared service centre as SSC Assistant (Account's). Where my main duty is to prepare Statutory accounts

(FRS 102, FRS 102 1A, FRS 101). I am highly motivated to get the position to start my career in Accounting. I am a quick learner willing to learn the practical knowledge of accounting. I don't mind moving out to a different city. At the moment, my first priority is to get experience in the related accountancy field. Working hours is not a priority for me. I will do extra hours to meet the deadlines. I work very hard, as I also work in a hospitality industry during the weekend. I habituated myself working 7days a week. I am also highly competitive, I won't let anybody to outwork me.

I am confident that I am well fit for the job and I have the passion for the proposed job.

I look forward to hearing from you soon.

I have removed personal details that could identify me

## Behaviours

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### Managing a Quality Service

As an accountant in an accountancy practice, I understand the importance of providing quality service to our clients. One of our clients were a small business owner who had engaged your practice to provide bookkeeping and tax services.

I knew that it was crucial to provide timely and accurate service to this specific client. I kept detailed records of all transactions and worked with the client to ensure that all necessary documentation were provided in a timely manner.

I also took the time to get to know the client and their business needs, regularly communicating with them to provide updates and address any concerns they had. I have provided clear explanations of complex accounting concepts and patiently answered their questions, building a relationship of trust

and transparency.

In addition, I took the initiative to review the client's accounts regularly, identifying potential issues or discrepancies and proactively resolving them before they became a problem. I also ensured that all work was reviewed by my line manager to ensure accuracy and consistency.

As a result of my efforts, the client received high-quality service that met their needs and exceeded their expectations. They were pleased with the level of communication and professionalism displayed by the accountancy practice, and they recommended my services to other business owners in their network. My dedication of managing quality service helped to build a strong reputation for the accountancy practice and contributed to its success.

#### **Delivering at Pace**

To be effective at delivering at pace and achieving results someone must be focused on offering a timely performance with enthusiasm.

At the end of the financial year, my accountancy practice was working with a client who had a complex set of accounts that needed to be reviewed and submitted to the HMRC by a tight deadline. The client had provided a large amount of documentation, and the accounts were highly detailed and required significant analysis.

As a Semi Senior (Accounts), I was tasked with reviewing a significant portion of the accounts and preparing them for submission. I knew that time was of the essence, so I quickly got to work, developed a system to prioritize my tasks and stay on top of my workload.

I worked diligently, carefully reviewing each section of the accounts and ensuring that they were accurate and complete. Whenever I encountered a discrepancy or had a question, I proactively reached out to my colleague to get the issue resolved as quickly as possible.

Despite the complexity of the accounts and the tight deadline, I was able to deliver my portion of the work well ahead of schedule, allowing my manager to review my work and make any necessary adjustments in a timely manner. Because of my hard work and dedication, the client was able to submit their accounts on time, and the accountancy practice received positive feedback for their prompt and efficient service.

#### **Working Together**

There were many occasions where I have been assigned with a second job along with my main job which is very challenging at times. But, both of the jobs are equally important and due at the same time. I also need to deliver them with a highest standard possible.

In those situations, I contact several members of the team who could possibly take an extra workload along with their main job responsibilities. I also make sure they are not being pressured too much.

Then, I divide the job in few sections and assign them to a team member. I also go back to them to see if they are struggling with anything.

Eventually, we get the work done with highest standard. There were many times when my manager praised me for taking extra responsibility.

### **Preferences**

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**Your first choice of work location**      Coventry

**Your second choice of work location (optional)**      Sheffield

**Further location preferences (optional)**

I don't mind about the location. I will relocate.

### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

N/A

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

NO

## **Declaration**

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I agree to the terms of the declaration above

## Application ID: 8409360, Restricted Data Restricted Data: Finance Business Partner Finance Officer

### Eligibility

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Employment Status	Employment Status
Do you meet the nationality requirements for this post?	Yes
Will you have the right to remain and take up work in the UK before employment commences?	Yes

### Personal information

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First name	Restricted Data
Surname	Restricted Data
Preferred first name (optional)	Restricted Data
Preferred contact number	Restricted Data
Secondary number (optional)	Restricted Data
Email address	Restricted Data
Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?	No
Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.	Restricted Data
Are you a veteran of the British armed forces with a minimum of one year's service?	No

### Desirable experience and skills

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Do you have the relevant experience and skills as outlined above?	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am a part qualified(professional level) ACCA student. I have over 18 years of experience, working in the financial services industry. As per my CV

### Your CV

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#### Employment History

Employment History  
January 2018 - March 2023

Zonal Head

Represent the Authority in the zone  
Provide appropriate leadership for the work force in my assigned zone  
Oversight responsibility for efficient and effective management of the Authority's resources



in the assigned zone  
 Development and implementation of work plans in the zone  
 Provides inputs in the development and implementation of strategies for resource mobilization from both private and public sectors  
 Oversees the implementation of programmes and activities of the Authority in the Zone  
 Develop and maintain a high level of public relations standards and supervise the resolution of customer service issues – ensuring great customer experience  
 Collaborate with institutions and stakeholders in the zone for efficient and effective service delivery  
 Collection of revenue due the Authority in the zone and render appropriate accounts to the Head Office  
 Ensure the preparation of the budget/report of the zone

October 2015 – January 2017

#### Customer Services Specialist

Provide appropriate leadership for my team  
 Authentication and processing of client customer instructions received through multiple channels  
 Direct customer contact to establish authenticity of instructions and obtain missing or incomplete information to facilitate timely processing  
 Maintenance of customer records database to ensure complete and accurate records are held  
 Production and despatch of correspondence to a high standard matching client expectations Reason for leaving – Need to relocate

Customer Service Officer June 2014 – September 2015  
 Reason for leaving – Temporal contract

Administration Manager January 2011 – May 2015

Reason for leaving – Redundant due to loss of major contract by employer

Accounts Manager February 2001 – January 2011  
 Reason for leaving – Defunct Company due to reorganization

Treasurer (Voluntary) January 2002 – December 2004

#### **Previous skills and experience**

October 2015 – January 2017

#### Customer Services Specialist

Provide appropriate leadership for my team  
 Authentication and processing of client customer instructions received through multiple channels  
 Direct customer contact to establish authenticity of instructions and obtain missing or incomplete information to facilitate timely processing  
 Maintenance of customer records database to ensure complete and accurate records are held  
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Customer Service Officer June 2014 – September 2015  
 Reason for leaving – Temporal contract

Administration Manager January 2011 – May 2015

Reason for leaving – Redundant due to loss of major contract by employer

Accounts Manager February 2001 – January 2011  
 Reason for leaving – Defunct Company due to reorganization

Treasurer (Voluntary) January 2002 - December 2004

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)

I have removed personal details that could identify me

## Personal statement

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### Personal statement

A result oriented, pragmatic, innovative and proactive professional, who has a broad range of knowledge and skills gained across a number of industries, most recently in Financial Services Regulatory Environment. Has a strong focus on higher standards of: customer experience, value for money and corporate governance.

### Key Skills

Leadership – provide inspirational leadership to motivate people to achieve a desired objective

Communication – effective communicator (verbal and written) at all levels with excellent interpersonal and listening skills, undergirded by emotional, political and social intelligence

Stakeholder Engagement – use consultation to build trusting and fruitful relationships

Planning and Organising – a resource efficient and effective approach to task management. Ability to adjust and adopt to changes that affect his operations

I have removed personal details that could identify me

## Behaviours

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### Managing a Quality Service

My roles have always included frontline customer interaction and I have the ability to liaise with customers both over the telephone, in writing and face to face.

I am naturally methodical and accurate and within my previous roles I have always ensured that my customer service and client satisfaction objectives were met and delivered to a high standard.

Working within a Government Department and a legal environment, I have had to ensure that all my work was maintained to an accurate level at all times as this would have a knock on effect to both clients/customers and the reputation of the profession.

I am fully aware of the need to keep all stake holders informed of development and keep the information “high way” open for any feedback or suggestions. On the part of my team members it would be ideal to have a regular brain storming sessions and more importantly setting up an electronic forum where everyone can make a contribution even outside working hours. Customers and delivery partners can also be encouraged to give feedback. This can be done by instituting a system, where by if you give a feedback, you enter a raffle draw and the prize should be a good one worth having.

### Delivering at Pace

I am by nature a self-motivated person. Enthusiastic and goal oriented and have the “can do spirit”. I am also a team player and have a penchant of motivating my team members. I would be able to maintain interest and be positive about the goals my team are trying to achieve by; keeping my self-involved in the team work.

Having a proper well thought through plans and implementation strategy in place helps in maintaining focus and motivation. Researching on ways to do things better. Finding out about the needs and concerns of my team members, and finding ways to address their concerns helps in keep interest high.

I have perseverance as a natural attribute and through life experience I have learned/acquired skills to avoid distraction. This would come in handy in situations where there are enough reasons to give up. Also keeping my eyes on the reward and the general need to accomplish our team task would definitely help me withstand any distractions mainly caused by setbacks.

I would look out for people, circumstances and natural obstacles that might come in to derail or plans.

After finding these I would look for ways to counter them. I would be proactive. If work can be broken down into small activities with strict time lines, it helps motivation. This is because, work can be monitored and milestones can be celebrated.

### **Working Together**

I have the natural ability to relate well with people (both familiar and unfamiliar) because I show genuine interest in them. In all of my previous positions, my duties have also included communication with key stakeholders both internal and external to ensure an excellent working and operational relationship.

I am persuasive and do my very best to sustain relationships. I am there for friend if they need someone to talk to. In my social life people confide in me because I show empathy and keep things in confidence. In return am able to persuade people to cooperate with me on a common goal. I am able to transfer this skill into my professional work environment.

I am an excellent team player who likes to motivate and enthuse others so that both personal and team objectives and goals can be met within the agreed timeframes.

When I started my new role with my last employer, I met a very hostile and cold environment. I later realised it wasn't personal but the staff had personal issues mostly with my line manager. By the time I left the company, there was a very good interpersonal relation and the staff even went on nights out together. This was a novelty and it worked thanks to the advice I gave my manager. The end result was that, productivity at the work place got better.

### **Preferences**

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<b>Your first choice of work location</b>	Coventry
<b>Your second choice of work location (optional)</b>	Sheffield

### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

### **Declaration**

---

I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

---

<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am an accountant by profession specializing in finance seeking to utilize my skills in a position that will see me realize my career potential. My course work has equipped me with skills in the following areas; accounting, financial skills and managing tax and statutory deductions. With experience in banking and debt management, I have handled customer facing roles excelling in; training new staff on customer service and office procedures, ensuring customer satisfaction and retention and ensuring 100% compliance on K.Y.C. as well as fast tracking urgent client queries. Possessing a keen eye to detail and a passion for learning on the job, I am now seeking an opportunity where I can contribute to bringing about proficiency in areas of finance and accounting and any other area that I can learn and grow on the job.

## Your CV

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### Employment History

Daily updates/Allocation department, Debt Management.

## Higher Education Loans Board; Jan to July 2020

### Duties and Responsibilities

Statement update and reconciliation for individual loanees accounts.  
Extraction of data from repayment schedule for historical account updates.  
Generation of accurate loanee statements.  
Updating of loanee returns.  
Communication to employers on missing remittance schedules.  
Resolve customer complaints within the expected time frame.  
Reconciliation of unclaimed payments.  
Registering of employers on the Employers Portal  
Using the employer's portal to update the loanee's individual accounts

### Sales/ Operations

#### Honey Merchants; 2018 to 2019

##### Duties and Responsibilities

Ensuring the daily sales targets are met.  
Communications with creditors to ensure payments are made promptly.  
Following up with suppliers to ensure timely deliveries are made.  
Negotiating with suppliers for the best price offers.  
Cash management  
Operations management

### Data/ Operations clerk, Know Your Customer (K.Y.C) Department.

#### Barclays Bank of Kenya seconded by Clovers Management and Training; 2013- 2017

##### Duties and Responsibilities

Provide administrative support when need arises especially on tackling issues with the information technology to solve issues arising when processing customers instructions.  
Ensuring 100% SLA's on customer onboarding processes.  
Ensuring confidentiality of customers' information.  
Data filing and ensuring proper storage.  
Training new staff on customer service and office procedures including how to execute customer instructions in a prompt manner  
Fast tracking urgent client queries to ensure customer satisfaction and retention.  
Customer information master creation and maintenance: Screening customers details to ensure 100% compliance on K.Y.C as well as creating and maintaining new and existing Customer records  
Ensuring prompt communication on issues of noncompliance to parties involved.  
Record management: Ensuring different records for different customers are updated promptly as per the instructions given.  
Data management; to help deliver accurate and reliable data to support strategic decisions and day-to-day operations.  
Timely processing of customers' requests  
Customer service delivery: working within the service level agreement to ensure achievement of the set standard Turnaround time.  
End to End account opening process management for customers' products.

### **Previous skills and experience**

#### CAREER PROFILE SUMMARY

I am an accountant by profession specializing in finance seeking to utilize my skills in a position that will see me realize my career potential. My course work has equipped me with skills in the following areas; accounting, financial skills and managing tax and statutory deductions. With experience in banking, I have handled customer facing roles excelling in; training new staff on customer service and office procedures, ensuring customer satisfaction and retention and ensuring 100% compliance on K.Y.C. Possessing a keen eye to detail and a passion for learning on the job, I am now seeking an opportunity where I can contribute to bringing about proficiency in areas of finance and accounting and any other area that I can learn on the job

#### EDUCATION BACKGROUND

##### Bachelor of Commerce (Finance), KCA University; 2014- 2016

##### Certificate in Business Management, Kenya Institute of Management (K.I.M); 2007

##### Kenya Certificate of Secondary Education, Kitonyini Secondary School; 2001-2004

Certificate in Computer studies (Cosmic Computer College); 2007

## PROFESSIONAL COURSES

Certified Public Accountant (Part 2); July 2019

Certificate of training practical accounting skills and quick books usage (Corporate staffing Services); May 2019

Certificate of completion for modules 1, 3 and 6 of Sustainable Finance initiatives- (Kenya Bankers Association); 2016

Certificate in Customer service (Innscore Kenya Ltd); 2008

## KEY SKILLS AND COMPETENCIES

Accounting: Skilled in handling general accounting principles such as reconciliations, petty cash management, and the general ledgers and balancing of accounts, accounts payables and receivables and ensuring proper book keeping.

Financial skills: I have gained substantial knowledge on matters of finance such as financial accounting, finance reporting, monitoring expenditures, budget preparation and planning and performing cash flow forecasting.

Tax and Statutory: Well versed in various taxes (VAT, income tax and withholding) with knowledge in the preparation of statutory payments i.e. PAYE this is to ensure adherence to set standards.

Banking Skills: With vast experience in the banking sector, I have excelled in; Processing customer deposits withdrawals, answering basic customers question regarding bank services and recommended bank products that meet customers precise needs

Customer Relations: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Detail Oriented: I value accuracy and ensure that every duty I undertake pays close attention to details and captures all the valuable data in terms of cost monitoring and compilation of detailed financial reports.

Problem solving skills: Ability to jolt into action especially in emergency cases that need quick action and expert attention.

ICT Competency: Working knowledge in performing roles using Ms Suite and, also capable of navigating e-mail and the internet.

## WORK HISTORY

Daily updates/Allocation department, Debt Management.

Higher Education Loans Board; Jan to July 2020

Duties and Responsibilities

Statement update and reconciliation for individual loanees accounts.

Extraction of data from repayment schedule for historical account updates.

Generation of accurate loanee statements.

Updating of loanee returns.

Communication to employers on missing remittance schedules.

Resolve customer complaints within the expected time frame.

Reconciliation of unclaimed payments.

Registering of employers on the Employers Portal

Using the employer's portal to update the loanee's individual accounts

## Sales/ Operations

Honey Merchants; 2018 to 2019

Duties and Responsibilities

Ensuring the daily sales targets are met.

Communications with creditors to ensure payments are made promptly.

Following up with suppliers to ensure timely deliveries are made.

Negotiating with suppliers for the best price offers.

Cash management

Operations management

Data/ Operations clerk, Know Your Customer (K.Y.C) Department.

Barclays Bank of Kenya

Duties and Responsibilities

Provide administrative support when need arises especially on tackling issues with the information technology to solve issues arising when processing customers instructions.  
 Ensuring 100% SLA's on customer onboarding processes.  
 Ensuring confidentiality of customers' information.  
 Data filing and ensuring proper storage.  
 Training new staff on customer service and office procedures including how to execute customer instructions in a prompt manner  
 Fast tracking urgent client queries to ensure customer satisfaction and retention.  
 Customer information master creation and maintenance: Screening customers details to ensure 100% compliance on K.Y.C as well as creating and maintaining new and existing Customer records  
 Ensuring prompt communication on issues of noncompliance to parties involved.  
 Record management: Ensuring different records for different customers are updated promptly as per the instructions given.  
 Data management; to help deliver accurate and reliable data to support strategic decisions and day-to-day operations.  
 Timely processing of customers' requests  
 Customer service delivery: working within the service level agreement to ensure achievement of the set standard Turnaround time.  
 End to End account opening process management for customers' products.  
 Key Achievements  
 Reduced turnaround time due to fast processing  
 Reduced customer complaints due to highlights on areas of discrepancies

Customer Service Team Leader  
 Innscor Kenya Ltd; 2008- 2011  
 Duties and Responsibilities  
 Providing training and assistance to newly joined cashiers.  
 Guiding and solving customer queries.  
 Handling all the cash transactions.  
 Ensuring all cash is safely kept as it awaited banking as well as ensuring  
 Cashier on duty has sufficient float/change for quick service to customers  
 AWARDS

Letter of appreciation for good performance (Clovers M.T.C seconded- Barclays Bank of Kenya; 2017

REFEREES  
 Duncan Githu  
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 Email:duncan@priorityplusnursing.co.uk

Alice Kariuki  
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 Solihull county council  
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Atula Jacob  
 Line Manager  
 Barclays Bank of Kenya,  
 P.O Box 677-00521 Nairobi  
 Tel: +254 725138384.  
 Email: Joatulah@gmail.com

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree		Finance	

I have removed personal details that could identify me

## Personal statement

Personal statement

I am an accountant by profession specializing in finance seeking to utilize my skills in a position that will see me realize my career potential. My course work has equipped me with skills in the following areas; accounting, financial skills, and managing tax and statutory deductions. With experience in higher education loans board and banking, I have handled customer-facing and back office roles excelling in; training new staff on customer service and office procedures, ensuring customer satisfaction and retention, and ensuring 100% compliance on K.Y.C., fast processing of client documents, queries and record management, communication skills within the organization and to clients, data interpretation and reconciliation of statements. Possessing a keen eye for detail and being flexible enough to fit in all areas within the working environment and with a passion for learning on the job, I am now seeking an opportunity where I can contribute to bringing about proficiency in areas of my experience and or finance.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Quality service is the heartbeat of every organization. In my former job, every task I dealt with meant a client and every task was different from each other so I tackled each differently to satisfy the client. In other roles where I have faced clients directly, I always approached them in a professional manner while trying to serve them as fast and efficient as I can be. I would give a person centred approach to each individual customer and deal with their needs separately with tailored communication style according to their needs. After the service, I would ask for feedback and perhaps areas they feel needs improvement which made them happy and fulfilled and made them feel valued and appropriated leaving a lasting impression.

### **Delivering at Pace**

In my previous job, we were assigned work for the day which had to be done by the close of business. Every morning I would start by looking at my tasks and planning for the whole day. I ensured I communicate with my line manager in case some needed his attention or in case I needed his assistance. I would follow the laid down policies and procedures to ensure I deliver quality work as well as minimise on errors which would in turn affect the overall turn around time and have adverse effects on the company as well as myself. On instances where for some reason I never achieved to finish my job, I would take responsibility, let the manager know and take action on how to deliver which would mean at times reporting earlier than usual to minimise backlogs.

### **Working Together**

I have learned that we need each other over time. I remember when worked in operations department and there was always job assigned on daily basis but there usually were queries. My line manager preferred bringing them to me but since he liked how I delivered quickly. When I felt overwhelmed by the job and for quicker delivery, I would talk to one or two colleagues whom I would share part of the queries as I handle the remaining ones. I would as we'll talk to different verifiers to check the work and that would simplify the work load which I could have spend so much time doing it alone. I have since then learned to engage and ask for help as well as asking others how I would help in case they need me to make work easier for everybody and for the good of the company.

## **Preferences**

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**Your first choice of work location**      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above



## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I have a degree and in accounting and finance which also has helped me progress in my career of becoming a chartered accountant and I have 8 exams done

## Your CV

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### Employment History

Consultant  
Direct Line Group  
17th October 2022 - Present  
Liaising with customers and advising them regarding property sales and Purchases  
Renewing and retaining property premiums  
Amending insurance policies to keep covers up to date  
Making amendments for property renovation and alterations  
Applying endorsements

- Assessing valuables and getting the correct insurance and cover for them
- Taking payments to renew insurances
- Doing calculations for premium adjustments due to cancellations.
- Calculating debits and credits based on adjustments
- Applying promotions using retention calculators
- Security checks before analysing insurance underwritings.
- Finding and explaining new ways to improve ways to work.
- Explaining no claims discounts (NCD) depending on contents and buildings
- Setting up payment plans and giving breakdown details of payment dates and amounts
- Explaining instalment charges and APR percentages.
- Liaising with claims departments and sales teams
- Understanding legal rights between the different stakeholders
- Training new starters and training them on the system.
- Explaining insurance information and increasing their knowledge in regards to insurance

#### Credit Controller

Bupa

24th May 2022 – 11th October 2022

- Managing a portfolio of Bupa care home sale ledger accounts.
- Credit Control and reconciliations – collection of monies/ fees.
- Billing systems – support care homes with billing
- Invoicing and billing support for care homes
- Liaise with Bupa care home administrators
- Speaking to local authorities, NHS authorities (CCG's) and clients to accurately pinpoint the who will receive the charge of service
- Adjusting and correcting Sales ledger
- Allocating cash to the correct care home and invoice
- Creating daily reports to provide information to team members and leaders
- Liaising with local authorities and Clinical Commissioning Group's (CCG's) to query invoices if not processed correctly or have been put on hold.
- Analysing remittances to make sure sales ledger and care home figures match invoices sent to clients local authorities or Clinical Commissioning Groups (CCG's).

#### Assistant Management Accountant

South West Yorkshire Partnership NHS Foundation Trust

17th May 2021 – 22nd May 2022

- Assisting the calculation of a portfolio of budgets, using a spreadsheet to calculate staff pay costs, non-pay costs and income for the next year's budget baselines.
- Inputting necessary financial adjustments into the ledger as part of the month end preparation of budget reports.
- Preparing, coding and issuing all sales orders and invoices for income due from other organisation.
- Creation of necessary documentation and use of the Oracle ledger system in producing the invoice document.
- Ensuring budget adjustment documentation is correct in terms of accounting rules.
- Deal directly with routine queries from budget holders.
- Investigating any budgetary variances within the monthly reports by interrogating financial and non-financial information and undertaking investigation to produce variance analysis to support budget holders in managing the resources.
- Keep good relationship with internal stakeholders and discuss operational issues and suggest and develop improvements in system process and procedures. Communicate well via phone and other forms of communication.
- I would liaise with Budget holders to communicate about budgetary information and giving explanation on how expenses will affect budget variances.
- I would communicate well with non-finance managers, team leaders and budget holders, explaining to them financial information and explaining financial jargon. I would analyse the budget based on in month and in year information.
- Teaching non finances managers how to use the oracle system, so they can analyse the system for their budget, income, and expenses for their Business Delivery Unit (BDU) and service line. This will allow them to be efficient in their use of the system and be able to control and understand their finances.
- Assess current work practices and procedures and implement improvements where possible and contribute to development of efficient work processes.

Customer Service Consultant  
Her Majesty's Revenue & Customs (HMRC)  
24th June 2019 – 16th May 2021

**Job Description:**

Creating bankruptcy petitions

Helping customers input information and submit their Self-Assessment tax returns

Doing Self-Assessment calculations for clients.

Helped clients create budget plans to help pay for future forecasted tax bills

Informing clients of the key dates of Self Assessment

Inbound and outbound calls to customers handling their finances

Calculating client's income and adjusting and creating payment plans according to their Self-Assessment and VAT returns.

Communicating with customers to gain information to update their income and expenditure

Helping customers get their taxes right, on the phone, via letters or emails and webchats.

Handling cases to help clients maintain an updated record and declaring the right information,

Working in a team to help clients pay their taxes and advise them on how to pay the right amount and give them knowledge on their tax records such as Self Assessments, VAT, PAYE and National Insurance Contributions.

Communicate well with others from different departments to give good customer service allowing customers have an efficient friendly encounter

**Previous skills and experience**

Efficient in using Oracle to raise, approve and code invoices.

I have good computer skills as I can use, Microsoft Word, Excel, and PowerPoint. I can use the Microsoft packages to an intermediate to advanced level. I can use formulas, created tables and charts in excel to show the most important information.

Excellent understanding and knowledge of accounting and finance terminology.

Able to manipulate Excel spreadsheets to input and analyse financial information to support month end reporting. Able to create pivot tables and graphs to present the financial information to internal and external stakeholders.

I have good analytical skills which allows me to succeed in an accounting or a finance role. Having a good attention to detail allows me to succeed in being able to analyse large data and to find any errors if there is any or to find changes in information. This also allows me to find patterns when comparing information and data sets.

I am very versatile as I am able to work in new departments and learn the work for each department immediately. I can learn new skills rapidly and implement them in a working environment and excel at the work to high standards.

I am willing to take up extra training and learn new skills which I have proven this in my current job.

My numerical skills are outstanding and have enhanced and got better as I have gone through my studies and in my working environment. In my current job role being numerically strong has been an asset to the company.

Another skill which I have is being a good leader. I am able to take a small to large team and complete projects. I am able to motivate my team as I have good man management skills but can also get the best out of my team.

I have worked in a financial environment which has given me finance industry understanding and knowledge.

My communications are very virtuous as I speak very fluently and clearly. I can speak more than one language as this will be beneficial to help customers with language barriers. I can also meet the needs of customers by listening and then communicating with clear instructions and advice.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other Degree	Part Chartered BSc	ACCA Accounting and Finance Business	
A level		ICT	
A level		Law	
A level		Maths	
GCSE/O Level		English	
GCSE/O Level		Science	
GCSE/O Level		Business	
GCSE/O Level		ICT	

**I have removed personal details that could identify me**

## **Personal statement**

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### **Personal statement**

I am an ambitious individual with a strong eye for detail. I am currently ACCA part qualified member. I have graduated university with a degree in BSc Accounting and Finance. I have also attained relevant working experience related to accounting and finance.

I have excellent knowledge of finance and how funding is available via different income streams. I have good understanding of administrative procedures as I can work responsibly and take accountability for my own actions. I can work to high standards and efficiently meet conflicting deadlines with accuracy.

My previous role at the NHS as an assistant management accountant allowed me to develop my knowledge, analysis skills and manipulation of financial and accounting information. The role consisted of budget setting, analysing budget variances, communicating with budget holders, internal and external stakeholders and providing detailed financial information to finance and non-finance audiences. The role included budget setting for the future fiscal year and doing month to month forecasting, quarterly and yearly forecasting. Speaking to local authorities regarding funding for staff recruiting and contracting for cost centres. I can manipulate the ledger by importing accrual and prepayment journals as this allowed to improve the accuracy of the ledger. I can provide reasoning for why I have done certain adjustments and keep evidence so can provide it for auditing purposes.

I am efficient in using the accounting system Oracle, where I would upload various journals such as accruals, prepayments, and payroll. I would use the system to generate reports which I would interpret and manipulate in excel. The information will be manipulated in graphs and tables such as pivot tables. I am fluent in using Microsoft packages such as word, excel, PowerPoint and outlook. I use excel to create pivot tables and graphs which are presentable to all audiences, so they can see the important information. I can manipulate large data sets so that I can explain the information to internal and external stakeholders also including finance directors. I use word to write my reports which I can get my point through to all the stakeholders which I communicate with.

I have good knowledge of accounting standards and able to meet the rules and regulations of accounting laws. I can work in line with the Generally Accepted Accounting Practice (UK GAAP) and Financial Reporting Council (FRC). Working in all my roles at HMRC and for the NHS I have been able to understand the standards set by UK GAAP and FRC and apply them to the work place.

Being able to adapt to change is a skill which I have and able to adjust to business needs. However, I just don't adapt to change I am able to find areas in a business which can be improved and changed. I tend to find areas of change and provide solutions and step by step procedures on how to improve the area of business. I have previously improved a way of work in my previous role. I was able to find an issue which created duplicate work, and which lead to further errors and inaccuracies. I was able to find the issues and created a procedure to reduce the duplicated work and this eliminated the errors and inaccuracies.

I have excellent communication skills and able to speak to a large variety of audiences. When presenting financial information to non-financial cost centre managers I can keep it simple so they can understand the information I have told them. However, with the same information I can dive deep into the details and use the right terminology when speaking to budget holders, finance managers and directors.

I am an individual who is always wanting to develop and learn new skills and increase in knowledge. I will also try to shadow colleague and managers to see how they work, ask questions to learn from them. Shadowing colleagues allows me to see information from a different point of view and learn to tackle challenges from different ways. I also like to shadow colleagues in different areas of accounting practises as this will help develop my knowledge and skills and enhance the skills and knowledge I already have. I am always wanting to learn so I do book myself in to training programmes which are relevant to my role. I am currently ACCA part qualified and wanting to become a full chartered accountant.

**I have removed personal details that could identify me**

## **Behaviours**

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### Managing a Quality Service

As a customer service consultant in Enforcement Insolvency service (EIS) at HMRC the feedback received by colleagues was that their Statutory Demand (SD) figures were not correct as it was not matching their calculations, causing further problems for the solicitor's department. The task in hand, was to make sure the SD's that being created had the right information as well as the correct figures and calculations, to progress it to the next stage. As some members of the team were struggling and being numerically strong, the action I had taken was that I would sit and work with the colleagues and listen to their feedback and understand what they needed help with and fix the error. I would look over the case and show the colleagues on what to do step by step, showing them, quick ways to do calculations and giving advice for an efficient and effective way to complete an SD to a high standard. I would also shadow the colleagues to see how they would do a case to make sure they are following the relevant steps to complete the task accurately. The benefits of my action showed in our results, as colleagues had good understanding of doing SD cases as they were completing the SD's to an excellent standard. The team were receiving minimum to no mistakes with positive feedback from different teams who did the assurance checks on our cases. Other teams were impressed on how well the team had progressed as improvement was shown.

### Delivering at Pace

As an assistant management accountant for South West Yorkshire NHS Foundation Trust the objectives for the NHS trust were to improve the budget efficiencies of the cost centres. The tasks were to improve the variances of the cost centres. My role supports the organisational objectives as I have direct impact and oversight to the finances of the cost centres. The action taken were to set up monthly meetings before month end reporting with each different cost centre's budget holders. This allowed me to get updates on all the pay, non-pay costs and income details within the cost centre. I spoke to budget holders and advised them that they were understaffed and needed to recruit more staff to provide a better service and meet the organisational objectives of being patient centred. I explained they were understaffed based on their budget variance and need to recruit staff in certain areas to meet NHS ward hierarchy standards and policies. I would then follow up onto the non-pay costs to see what equipment is needed to improve the service. I would look at the budgets and variances of all the sub sections of non-pay and explain which areas they have budgets in to buy equipment. I explained I can do budget movements to allocate budgets elsewhere. As a result, the budget holders were able to recruit the relevant staff and purchase equipment to improve their service to be patient centred as this supports organisational objective but were also able to stay within the budget.

### Working Together

As an assistant management accountant for the NHS, I would receive payroll files with incorrect information regarding pay codes from the payroll department. The task involves me to code the information to the correct business delivery unit (BDU) and cost centre so this will allow the Oracle ledger to have better accuracy when checking pay costs. The action I took was that I would overview the large data set given by the payroll department and identify which cost centres belong to which BDU by using a VLOOKUP formula. I would then delegate the information to the correct management accountants to identify the correct cost centre within the BDU the pay cost should be coded to. The management accountants would communicate the correct cost centres for the pay costs for their delegated BDU's. Once all information has been received, I would analyse the data to make sure it is correct, and this will allow me to finalise the Excel spreadsheet and upload it to the Oracle system which I use to check month end reports via real time information. I would update payroll with the correct information verbally and by email. As a result, the Oracle ledger system became accurate every month reducing the time taken to manually correct the ledger. Payroll were able to reduce the mistakes made as months went on based on my feedback. Feedback received from senior managers was that my skills were effective and efficient in delegating tasks accordingly to the correct teams and improving accuracy.

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## Preferences

Your first choice of work location      Sheffield

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## Role specific questions

Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

Have completed a degree

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	No
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## Your CV

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### Employment History

Career Break September 2022 to date

Lloyds Banking Group August 1991 to September 2022  
(Incorporating the following roles)

Reason for leaving - Redundancy.

Senior Bank Manager January 2011 - September 2022

Senior Bank Manager at three different levels leading up to six branches, being promoted on performance and leadership.

## Various Roles August 1991 – January 2011

Various roles from joining the group in 1991 as a cashier and being promoted at regular intervals based on performance. First managerial position in March 2000 and again promoted frequently to first senior leadership role in September 2007.

### **Previous skills and experience**

#### Responsibilities

- Leading teams to deliver business objectives across a range of business objectives.
- Financial accountability for each site I manage.
- Prepare business plans and deliver KPIs in customer service and customer needs across a range of products.
- Provide leadership and coaching to colleagues and managers, ensuring development plans are in place to achieve career goals.
- Lead colleague engagement surveys, ensuring colleagues are engaged with the values of the bank.

#### Skills and Achievements

##### Customer service delivery

- Delivery of customer service metrics, ensuring customers have a positive experience and lasting impression.
- Continuous achievement of service performance measures over 20 years
- Designing a customer contact programme to obtain feedback from end users, increasing service performance by 24% and reducing complaints by 42%, thereby being recognised at national level for proactive approach.
- Launched service improvement project in region, coaching and developing underperforming branches and managers, continuously improving performance, and raising standards.

##### Business Planning

- Generated challenging business plans for branch and individuals to deliver business objectives, successfully delivering outcomes.
- Delivery of financial objectives each quarter over a 10 year period.
- Successful delivery of business targets in every quarter in role, consistently achieving 125%
- Effective launch of new products and delivery of challenging aspirational targets
- Continuously recognised at area and national level for successful delivery of business objectives

##### Project Delivery

- Developed banks Paperless policy, reducing carbon footprint and various other projects to make the branches carbon neutral.
- Successfully lead project and transformation for implementation of portfolio service for affluent customers, taking from inception business case to national rollout, realising full benefits.
- Lead project to enhance and change the approach taken with university student recruitment. Following a six-month project covering five sites and realising the full benefits and has been rolled out nationally within Lloyds Banking Group.

##### Coaching and development

- Successful launch of area coaching and development plan for managers of the future, on average placing 10 managers into management roles each year
- Led a risk and compliance programme to develop managers and reducing compliance issues by 42%
- Ensured every colleague in my branches had an active development plan in place to be their best, leading to reduced sickness, higher staff retention and an average colleague engagement score of 94% over 10 years with 3 years at 100%
- Recognised for consistently development of staff and colleagues being promoted.



Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	certificate in Mortgage Advice and Practice	Mortgage regulation and compliance	Pass
Other	Financial Planning Certificate 1,2 & 3	Financial Advice and Regulation	Pass
Other	Certificate in retail banking and conduct risk	banking service, risk and compliance	Pass

I have removed personal details that could identify me

## Personal statement

### Personal statement

I am a highly effective leader with a passion for changing and improving financial business functions. During much of my career I have led large teams, building, and applying strong relationships with team-mates, cross bank stakeholders and industry partners.

Having led in the finance industry for 30 years, I have immaculate financial management experience, collating and recording accurate information including transaction monitoring, financial forecasting, budgeting, for both financial and human resource. I have excellent communication skills and financial report writing. Working in a financial customer service role I understand the importance of communicating financial performance and information to non-financial audiences. I volunteer on the finance governing committee at my local school and understand that not everyone has the same financial expertise.

Following a conversation with the headteacher, who highlighted that the school would go into budgetary deficit, causing issues for the following financial year. I volunteered my financial skillset to review the school finances.

I built relationships with the wider team and governors, enabling me to communicate with the stakeholders, identifying their needs. I communicated with them honestly and clearly, building trust and working collaboratively. I analysed the current budget, identifying potential overspending by reviewing contracts and ensuring value for money.

I presented findings to the headteacher and governing body. I offered to coach stakeholders on my analysis as I understood that not everyone had the same financial expertise. One recommendation I made was to make reductions to the lunchtime supervisors in addition to savings on service contracts. This was not a decision the governors wanted to take; I persuaded them this was the most effective way without jeopardising education standards as the school could not set a deficit budget.

I delivered difficult messages sensitively in challenging circumstances to the lunchtime supervisors. With the execution of my plan and applying my knowledge I prevented the school from going into deficit, saving £52k.

I am extremely effective at analysing data using Microsoft Excel. Possessing excellent numerical and analytical skills. I pride myself on the accuracy of my work and attention to detail. I use my strong judgement in decision making and execution.

I am confident in building and maintaining relationships with colleagues and senior stakeholders. I am a skilled influencer and negotiator who is used to working closely with stakeholders to resolve complex issues. I am proactive in building my network and understanding the importance of constructing strong stakeholder relationships, internal and external to the organisation.

I have a track record of leading in a regulatory compliance environment including working with Financial Conduct Authority, Banking Ombudsman, Prudential Regulatory Authority, analysing and implementing technical changes. Working in the banking industry I understand the importance of financial governance processes and the integrity and accuracy in managing public money. Volunteering as a school governor I have experience of public finances and the importance in minute detail accuracy.

Working in the Banking and finance industry in a regulated leadership role, trust, honesty, and integrity is essential to maintain ethical standards. I led by example, empowering my teams to bring their best

selves to work, thereby engaging them to produce exceptional results. I led and worked with my teams in a respectful and engaging manner with exceptional standards for overall professional behaviour.

Having led the regional diversity network, I promote an inclusive work environment where team members backgrounds and cultural values are respected and appreciated. I believe every team member should have equal opportunity to develop and progress their career. I am trained in unconscious bias and actively work to eliminate this, ensuring any instances are challenged and discussed.

I am a confident self-starter and utilise my intuition and judgment to execute tasks and projects. I initiate and manage relationships to have a positive business impact. I am a highly motivated individual who overcomes issues and is exceptional at finding solutions to complex problems. I generate ideas through team brainstorming and thereby engaging my teams to deliver objectives. I have excellent attention to detail developed over years of analysing financial and risk data.

With my experience, skills, and knowledge I have led on many time-critical and complex projects, such as the branch closure programmes, leading on the branch opening/closures over Covid, implementing new account opening procedures for overseas students.

I am confident with my skillset and experience stands me in good stead for this role.

I welcome the opportunity to study for an accountancy qualification.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

I volunteered to lead on a regional initiative to develop branches underperforming on customer service. With my experience and passion for customer excellence, I believe I had the experience and knowledge to lead on this. Possessing strong problem-solving skills and being highly organised, I was able to conduct this work alongside running my own group of six branches.

The aim was to develop the managers' understanding of the service matrix changes and improve service scores to the current regional average.

I built on my relationships with the managers, starting by conducting one-to-ones with the eighteen managers who were performing below the area average, communicating complex issues by utilising various methods adapted to individuals, confirming actions by email. I analysed each of the performance areas within the service measurement, paying particular attention to customers comments. I engaged the managers by being honest and identifying development opportunities in both their leadership of the process and application. I completed joint observations of branch staff serving customers, following up by comparing notes and sharing best practice. I established patterns of when customers had received poor service. I used my network to arranged visits for managers to observe staff in other sites where service levels were considerably higher than their own. I set development plans with SMART objectives for their branches and individual development.

Sharing my knowledge and passion enabled me to enhance service for end users and improve 16 of the 18 branches above the regional average, raising the regional service index by 14%.

### **Delivering at Pace**

I have extensive experience of working in a project management environment within a large and diverse organisation, an example of this is when leading the bank's branch closure programme as senior regional project lead. I had three closures to manage concurrently all with conflicting levels of priority.

I needed to complete this work whilst maintaining BAU in my own set of branches and maintain overall responsibility for all performance measures.

To comply with Financial Conduct Authority regulations, communication and closures had to be managed within certain timescales ensuring all stakeholder communication timetables were adhered to. I had overall responsibility to ensure each closure was delivered within the budget allocated.

I created a communication plan, incorporating current managers of the branches selected for closure,

risk and compliance team, and regional director. I planned the necessary logistics for the various sites as each had differing dynamics. I completed a Gantt chart for each site with a combined chart for my own view, ensuring there were no clashes of specialist tasks, enabling me to organise my workload effectively.

Ensuring tasks were completed effectively, I conducted regular meetings with each branch identifying any risks and impact and their corresponding planning.

With effective planning, excellent organisation, and ability to prioritise, I successfully managed competing priorities and delivered to tight deadlines while still leading and maintaining performance levels in my own branches.

#### **Working Together**

Upon taking a senior leadership role, I defined the fundamental components of a project in terms of its scope. Being responsible for managing five branches with university links, each branch had varying methodologies to student account recruitment and lucrative overseas student market.

I communicated with the managers to understand their current approach, all of which involved students visiting the branches on numerous occasions, particularly the overseas students who were unfamiliar with our banking system. The current process was not utilising new technology available.

I analysed service KPI's comparing data from when student intake was occurring to regular timelines. I devised a business plan and presented to the universities, highlighting the benefits to them of the new approach. I contacted key stakeholders including IT who were providing the technology for opening accounts on university campuses, risk and compliance reassuring them of the safeguards and provisions in place for data protection and GDPR.

I approached the regional director with a business case to have a uniformed approach to the recruitment process, highlighting the potential cost and resourcing efficiencies that could be applied, minimising the impact on BAU, and improving the service received by end users.

By influencing the regional director to have a uniform approach, utilising new technology and implementing a strategic plan. I increased the banks share of student accounts from 32% to 48%, was more cost effective by having an experienced team to open accounts, improving service for students and regular customers.

## **Preferences**

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**Your first choice of work location**      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	No
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## Your CV

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### Employment History

Kimberworth Community Primary School, Rotherham  
05/11/2008 to present  
School Business Manager

Responsible for the management of the school Administration team - leadership, ensuring the best outcomes for our stakeholders and annual personal development reviews.

Human Resource element of the school. Which includes although is not exhaustive: (contracts, DBS checks, right to work checks, absence monitoring, pay and incremental rises. Contracts, sickness and absence monitoring and recruitment.

Financial and Budgetary.

Forecasting and financial planning of the school budget. Financial management of the funding allocated from the local authority (DFE funding streams) and budget monitoring, 3 year cash flow planning with a focus on value for money, analysing data produced by the DFE with regards to benchmarking against other schools and ensuring school resources are effectively allocated to specific areas. I am responsible for writing and presenting financial reports to the senior leadership team and the Board of Governors, I am the school GDPR officer, I lead on the procurement, purchasing and invoicing of all goods and services ensuring a segregation of duties.

Rotherham Metropolitan Borough Council

21/03/2005-04/11/2008

Business Support Assistant

Preparation of cash flows for private and voluntary childcare providers.

Management and support of budgets for childrens centres (sure start funding) and out of school clubs funded through the New Opportunities Grants and Lottery funding.

Self-assessment training and advice for childminders.

Business plan and cash flow training for childcare providers to enable them to obtain funding for childcare within their communities.

B&Q PLC - Scunthorpe and Doncaster

Department Manager/Team Leader and Duty Manager

01.01.2002-20.03.2005

Involved in 2 store openings, recruitment and selection process of 100 staff in each store and the induction program.

Responsible for a team of 25 people, daily task setting, merchandising and customer service. Sales targets and analysis of performing/ underperforming areas within my departments.

Annual PDRs and training plans in place to ensure staff development, along with developmental reviews and key holding responsibilities. Performance management of staff. Rotas and holiday management to ensure my department was always covered.

Focus DIY (now dissolved)

Lincoln

01.09.2000-01.01.2002

Systems Manager

Responsible for all admin and systems in the store. Managed a team of 15 staff

Checkouts, customer service, banking of money and cash office duties, stock levels and management of the stock and ordering, warehouse operatives reported to me and I ran stock takes for my store. Annual PDR's and training for my staff along with developmental reviews and key holding responsibilities. Performance management of staff.

Focus DIY and Do it All

01.05.1996-31.08.2000

Customer Service Assistant/ Checkout Operator and Cash Office Supervisor

Ensuring I delivered excellent customer service, handling of cash, merchandising and cash office duties such as banking and reconciliation of takings each day.

#### **Previous skills and experience**

I have a wealth of experience within the financial sector at a local authority level (working with Children's centres and managing the Sure Start funding) and big lottery funding.

Currently I am a school business manager in a LA maintained primary school which is also part of the private funded initiative program.

I am responsible for the completing, reporting and discussion with stakeholders of the Schools Financial Value Standard which is reported to the Local authority and ultimately the DFE.

My role within my school sees me delivering a variety of services at a fast pace and to a high standard.

My work involves monthly, termly and year end reporting including accruals, journals, and variance and forecast reporting including 3 year budget forecast planning which I then simplify and report to

stakeholders, governors and the local authority.

I work with many funding streams including but not exhaustive:

Delegated Schools Grant funding, universal infant free school meal funding, PE and sports grant, Early Education funding for 2 and 3 year olds, Covid catch up funding and covid recovery money as well as the National Tutoring Program funding; monitoring the funding, reporting the impact on the children and their progress in their development.

I work alongside many different stake holders both internal and external to ensure our children receive the highest standard of education and care.

I am responsible for the procurement of all goods, services and tenders in the school along with the processing of invoices, payment runs, bank reconciliations and the management of all the money through the school bank account.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	Certificate in School Business Management	School Business Management	Merit
Degree		Business Studies	2:2
A level		Geography	B
A level		Business Studies	C
A level		English Literature	E
GCSE/O Level		English Literature	B
GCSE/O Level		English Language	B
GCSE/O Level		Mathematics	C
GCSE/O Level	Dual Award	Science	CC
GCSE/O Level		Geography	B
GCSE/O Level		Business Studies	C
GCSE/O Level		Religious Education	C
GCSE/O Level		Design and Technology	B
GCSE/O Level		French	C
GCSE/O Level		Information Technology	B

I have removed personal details that could identify me

## Personal statement

### Personal statement

Experience of working in a finance environment and/or with finance processes

I have a strong financial background stemming over 18 years in a local authority department and more recently a local authority maintained primary school.

I completely understand how financial processes link and are interdependent at a local government level and how these are reported to central government.

I can analyse data from financial reporting systems through identifying the data relevant for analysis, extrapolating it, then analysing and producing reports and spreadsheets for the governing body, stakeholders, the senior leadership team and the local authority and the Department for Education (DFE). I am confident and competent in numeracy and can interpret data in many different formats. Either from cash flows to profit and loss spreadsheets to charts and online benchmarking tools from the DFE which allow comparisons of my school against other schools within local areas or nationally.

Builds and maintains trusted and responsive relationships with colleagues and stakeholders.

I build strong relationships with colleagues and stakeholders and can tailor the type of communication method I use dependant on the audience. I have excellent communication skills both verbal and written. I am confident and skilled at presenting data and reports succinctly to a wide range of stakeholders, face to face and via online meetings. I ensure I communicate with purpose, share information in an appropriate way and am always honest and speak with integrity and transparency. I encourage team work and am happy to collaborate, share information, support and resources where appropriate. I actively seek the views and input from others and believe this encourages a positive working environment where people feel valued.

Has strong organisational skills, takes pride in the accuracy of their work and a drive to continuously improve systems and processes.

I am a confident, competent, and positive person who strives to be the best I can be in all areas of my life. I have strong organisational skills to ensure that I work to the best of my ability and with a high level of accuracy and attention to detail. I am always open to improving systems and welcome constructive feedback to continuously drive standards and processes forward to ensure the highest standard of quality outcomes, value for money and using few resources where possible.

Has a working knowledge of Managing Public Money and financial governance processes. I have worked with the monitoring of Sure Start funding and national lottery funding to more recently managing the school budget which is made up of many streams of public money. I have excellent knowledge of the financial governance processes at a school level and a local authority level. Public money must have an adequate: accounting system, arrangements against fraud and theft, Whistle blowing policies, arrangements in place to manage related party transactions, guard against fraud and theft by staff, contractors and suppliers, an accounting system that is adequate and properly run and delivers accurate reports, including the consistent financial reporting return and the schools value financial standards as well as adequate arrangements for audit of voluntary funds. Strong numerical and analytical skills, including experience in analysing data using Microsoft Excel.

I can analyse data from financial reporting systems (be these through a financial database or from excel spreadsheets). Through identifying the data relevant for analysis, extrapolating it, then analysing and producing reports and spreadsheets for the governing body, stakeholders, the senior leadership team and the local authority and the DFE. I am confident and competent in numeracy and can interpret data in many different formats.

I have a proven track record in the use of Microsoft Excel, Word and PowerPoint. I am competent in MS Office 365 applications and MS Teams and have an extensive knowledge of various financial and management databases. I can navigate the internet and intranet packages with ease.

Ability to work to tight deadlines under pressure and manage competing priorities. I am able to work to tight deadlines and effectively manage my team's efforts (and my own) to ensure results are achieved in a timely manner. When working to a tight deadline on a project I monitor the teams' work as well as my own against milestones, reassessing workloads to match the needs of the business and priorities as they arise. Ensuring that all priorities are achieved, whilst supporting my team to meet these objectives.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Situation: The need for a cloud based system to be accessed by staff via remote working due to the Covid 19 pandemic and to become a cashless school to help time management of staff and more efficient practices, whilst ensuring that it offers value for money.

Task: New cloud based management system with cashless functions to be rolled out effectively to the whole school and external customers.

Action: Consulted other business managers on the system they used – asked for recommendations which were user friendly for staff but more importantly for parents/carers. I researched what the parental needs were through a parent survey, contacted the providers based on recommendations and arranged for online meetings to explore the benefits of the systems and see them working in real time along with obtaining quotes for initial set up and ongoing costs, and a time scale for the implementation. Obtained 3 separate provider quotes and presented all 3 quotes with detailed analysis of each one to the stakeholders, for their discussion, suggestions and input.

Result: A fully functioning cloud based user friendly system from an internal and external perspective which can be accessed easily via desktop or mobile phone devices and an app. Administration staff time used more effectively, savings on weekly cash collections and reducing paper use whilst allowing parents/carers to pay online or via card, resulting in a high quality outcome for all users and creating an increased level in customer service and service improvement.

### **Delivering at Pace**

Situation: School website was reliant on a person who managed the domain and website. It was 'old school' and not interactive, didn't convey the message of our school and was unimpressive. We had no input into the design of the page, how it looked and the information that was on it. We had no ability to tailor it to how we wanted it and were unable to add, maintain and update the website as we needed.

Task: A more effective and user friendly website to be commissioned which allowed managers to change and adapt without a 'middle man' that reflected the ethos of the school.

Action: Having been tasked with this project I began by asking for recommendations from other schools utilising the knowledge of the working group I am a member of. We wanted an easy to use system for the management team to use and a website that was easy for parents/carers and stakeholders to navigate. Once I collated the responses I then contacted the various providers to arrange meetings



and a demonstration. We had a tight deadline of 3 months from start to finish. I worked closely with the design team, ensuring the timescales were closely followed and liaised with the senior leadership team (who on occasion needed reminding to submit their thoughts so we wouldn't be delayed)! Result: A working website that could be updated by the school, worked well operationally, was user friendly and was operational on time and within the costings projected.

### **Working Together**

Situation: A new timber trail needed to replace an old, condemned one not fit for purpose.

Task: An old timber trail to be removed and a replacement designed, ordered, delivered and installed during the summer months so that it was operational at the beginning of the new school year.

Action: Obtain the views of the student council, liaise with the PE lead to obtain knowledge of the skills they would like to develop and what they feel would physically benefit the children. Establish a working group made up of members of the school council, the PE lead, Head teacher and the governing body along with myself.

Research suppliers, through recommendations and invite them to visit the school, speak to us as a working group and design ideas within the given budget. Obtain three quotes to be presented to the working party. Ensuring that the input of all members was taken in to account, listening to their opinions and ensuring they all felt valued and their views were valid. The best quote was approved, ensuring that it fell within the remit of the working party, met the financial guidelines and delivered value for money whilst being completed in our timescales.

Result: A timber trail which surpassed the expectations of the working party and the school! Something that is utilised daily; is value for money and encourages children to be active. It is a huge accomplishment for the school council members who take pride in their work and achievements.

## **Preferences**

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Your first choice of work location      Sheffield

## **Role specific questions**

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Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

No

Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.

No

## **Declaration**

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I agree to the terms of the declaration above



## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I graduated from Coventry University in BA(Hons) Accounting and Finance. After my graduation I have worked as a Capital Assistant in NHS and gained real life accounting experience. I was looking at fixed assets register, month end accruals, ledger entries etc. When I joined the Department for Education I started my apprenticeship in Level 7 ACCA. I had 5 exemptions from my degree therefore has not many exams left. But I went on maternity and my apprenticeship stopped. I currently work in the Account Payable department and look at invoices, purchase orders, reconciliation, payments processing etc. This would be a perfect opportunity for me as it is in line with my studies, experience and the career I would like to pursue.

## Your CV

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### Employment History

CAREER SUMMARY

#### Department for Education EO - Finance Officer August 2019 - Present

- Completing daily payment runs and payment reconciliations
- Raising invoices on BC ensuring that appropriate approvals are in place
- Working with different reports to ensure that invoices are paid promptly
- Ensure that the risk of fraud and error is negated
- Resolve queries accurately and swiftly from both internal and external stakeholders
- Ad hoc finance and administrative tasks
- Strong communication, organizational and time management skills
- Skills and expertise in Excel, MS Word and Power-point

#### University of Warwick Data Analyst (Pensions) July 2018 – July 2019

- The reconciliation, submission and payment of pension contributions monthly, to meet University, Scheme and Statutory deadlines
- Understanding, analysing and applying government pension legislation including that relating to pension taxation charges, lifetime allowances, annual allowances, auto-enrolment and small pension lump sums
- Amend, verify and submit (via electronic upload, secure email or post) the approximate 1500 pension transactions processed each month
- Review and validate pension records for accuracy and consistency, utilising data cleanse reports to verify the integrity of data and undertake any necessary corrections
- Carry out manual calculations and/or recalculations for incorrect and retrospective pension payments related to correction of errors or data cleanse activity

#### NHS- CWPT Finance Assistant (Capital) November 2017- July 2018

- Recording and reconciling the Trust's capital expenditure, ensuring the correct treatment of VAT
- Assisting in the preparation of the fixed asset register notes for the Annual Accounts
- Enter and code financial transactions appropriately
- Reconciling invoices and identifying discrepancies
- Updating capital and lease spreadsheet
- Entering journals correction
- Preparing weekly and monthly financial reports
- Checking inventory and maintaining stock levels
- Filing, typing, drafting, scanning, copying and administrative functions

#### SITEL – NCS Campaign Customer Service Advisor January 2017- July 2017

- Dealing with customer enquiries regarding the NCS programme
- Signing up individuals on the campaign
- Taking payments
- Inbound and outbound calls

#### Skills and achievements

Developed my understanding of the professional working environment. The proudest moment of working within the company was when receiving gift card for high attendance and excellent customer service as well as given the opportunity of a team manager.

#### Previous skills and experience

- attention to detail due to experience working in accounting and finance where this skills is highly important

- time management and being able to work at pace as currently working in the account payable department and doing payments reconciliation everyday to meet deadlines and SLAs.

- delivering quality service as worked in many customer focused environment where I improved my communication and customer dealing skills.

-highly organised in work. Prioritising task and organising targets in order to meet the deadlines. Thinking ahead and forecasting in order to prevent sudden situations. Looking for ways to improve the way of working in an efficient way.

-flexible and cross-functional as switch from one type of job to other in relation to business needs and being able to adapt to different situation quickly.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree	BA(HONS)	Accounting and Finance	2:1
GCSE/O Level		Maths	B
GCSE/O Level		English	C
BTEC	Level 3 Extended	Diploma in Business	D*D*D*

**I have removed personal details that could identify me**

## Personal statement

### Personal statement

After completing my BA(Hons) in Accounting and Finance at Coventry University I started working in the financial sector of many organisation to gain experience. I currently work as a Finance Officer at the Department of Education in the Accounts Payable team. This job though me to be very precise and be able to work under pressure and within tight deadlines. Being in the accounts payable team for many years has taught me to develop a strong attention to detail with an ability to work at pace and manage my daily priorities. My task is to complete the daily payments run before 10am. I manage to achieve my target by prioritising my task. I make a list of how many payment runs I will have the next morning. This gives me an idea of how long it will take me and I organise and prepare all my spreadsheet the day before. During the years many things have changed in the AP team and I have been involved in many projects. I have learned to work with others to identify areas for improvement and simplify processes to use fewer resources. Use technology where possible to increase efficiency. Encourage ideasfor change from a wide range of sources. Clearly explain the reasons for change to colleagues and how to implement them, supporting individuals with different needs to adapt to change. I also input invoices in Business Central, deal with purchase orders and payment journals on BC. Therefore, my job is very task driven. I use Excel every day for my task and this helped me to gain a strong excel knowledge and numerical skills. I am very proficient using excel, V-lookups, pivot table and formatting. My job requires me to meet daily SLAs. Therefore, is very important that the inputting is processed accurately and quickly every time we receive invoices. Some days we will receive 100 invoices and we must work at pace to process them before the deadline otherwise it will affect our KPIs. I work on the grants side as well, processing templates and job ledgers.

Previously, I was working as a Finance Assistant at the NHS in the capital department. I was looking after the fixed asset and capital of the trust. I was in charge of the preparation of monthly/quarterly and annual spend reports and financial statements. I was as reporting to the capital manager and liaising with different departments to forecast expenditures. This helped me to be able to examine complex financial information and provide financial reporting at the end of the month to my manager. I also learned the ability to communicate effectively with colleagues and stakeholders at all levels to explain complex issues and maximise understanding. I was handling capital expenditure invoices, creating journals to redirect spend, monitoring and forecasting. Every month end I attended the Capital Group meeting where I was presenting to the Capital Manager the months ends reports.

I worked as a Data Analyst at the University of Warwick. I was dealing with large amount of sensible data. It was important for me to be very attentive and make sure every single record had the correct information. My main tasks were to manipulate and analyse large amount of customers' information to reconcile and balance different spreadsheets. Having an attention to detail skill is essential as I was dealing with customer transactions, money and personal information. I have developed this skills and

eye for detail during my years at university studying accounting and finance but also during my previous role at the NHS by balancing capital spreadsheet and making sure the expenditure was allocated correctly. Being attentive to me it also means being an attentive audience. Every time I receive training, I become an attentive listener by making notes and ask questions if something wasn't understood. I believe this is the best way to pick things up quickly. Being an attentive listener with customers, different stakeholders and colleagues is important. An aspect of being an attentive employee is also to be able to identify the struggle of your team and help your

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

As a Pension Analyst at the University of Warwick, my task was to submit monthly pension reconciliation for the various pension schemes. There were different pension schemes in place and every member had an individual situation to take into consideration when submitting the reconciliation. It was important to identify the need of each member as this would influence their take home salary if the contributions deducted were incorrect. I listened to their query carefully to fully understand the member's expectations. Secondly, I identify the best solution and provide them with relevant information. Each member had different needs. For example, in a pension scheme we had members paying different percentages of pensions e.g 3%,4%, etc. Some members were also paying additional voluntary contributions, some as a percentage, some as a set amount per month. It all depends on each member's circumstances. I put the members first and try to offer the best professional service possible by identifying their need and providing benefits to satisfy their expectations.

During my time at university, I was working part time as a shop floor assistant at Asda. I developed my skill to identify diverse customer needs at that time as I had to deal with different customers' queries daily. I ensure that I listened to their questions, to understand the best product to offer them. If we did not have it in stock I proposed an alternative one, otherwise if they wanted that exact product, I offered to order it online for collection.

### **Delivering at Pace**

As a capital assistant at NHS, my task was to look after the fixed asset register, complete monthly reconciliations and carry out analytical reviews to have a truthful representation of the fixed assets held by the company. . This role required great focus, diligence and attention to detail. I had monthly deadlines to meet and month end was always the busiest time. I had to ensure the accounts were a truly representation of the company's expenditure and capital acquisitions. I achieve this by following the appropriate procedures and accounting principles to recognise fixed assets and register them on time to have a true representation of the company's asset at month end. Everything had to balance to the ledger and it was a very precise, attention to detail and focusing task. My planning skills are exceptional and I can handle a busy workload, focus under pressure to maintain competency and achieve objectives. I am organised with my workload. I updated the asset under construction spreadsheet every week and made sure it balances with the ledger so that month end reconciliation was much easier and quicker. These were tasks that I didn't have to do until month end but I still checked every week so that it was quicker for me to do the accounts. By having it all ready and prepared for month end I had more time to double check instead of rushing the steps, and this helped me to ensure every journal was inputted accurately.

### **Working Together**

As a capital assistant at NHS I attended monthly Capital Group meetings with my manager. There were many capital projects in place for the upcoming year and everyone played an important role to ensure everything went smooth. In the Capital Group, there was an IT representative that gave information about the newest technology and how to use this to speed up processes. There was the accounts team representative who were my manager and myself, looking after the company's account and ensuring the expenditure is recognized truthfully to the company's balance sheet. There was also the projects team looking after different projects and ensuring works were carried out on time. Everyone played an important role and I felt we were one big team. Is a team because we all had a common focus and we all used our skills and expertise to bring something on the table to help others. We all voted on decisions to make and steps to take. Many times, external stakeholders used to attend the capital group meeting and it was a great opportunity for building rapports and professional relationship. During the meetings, I used to summaries the month's accounts and give budgeting information to the group. It was a great learning opportunity for me and it showed me how important it is to share information, resources and support to complete important projects. Joined up team work within own team and across other groups is necessary to achieve high performance targets.

## Preferences

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Your first choice of work location    Coventry

## Role specific questions

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Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

no

Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.

no

## Declaration

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

I have recently completed my level 3 AAT in accountancy with a Merit grade. Given the opportunity, I am very much interested progressing further and continuing to level 4 with the hopes and intentions of becoming fully qualified in the future.

## Your CV

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### Employment History

Commercial Support Officer, Home Office – July 2022 – Present

- I support the Commercial Directorate within the Home Office with a range of tasks, such as purchase order creation and management.
- I manage contract purchase agreements (CPAs) within the Home Office and liaise with commercial buyers to ensure that CPAs are kept up to date

- I manage and update Home Office guidance pages for the procurement process. I ensure that the guidance is kept up to date with any changes.
- I process Government Procurement Card (GPC) applications and support colleagues with keeping their transactions/accounts up to date.
- I liaise with external suppliers and manage their catalogue of products. I also help support suppliers with resolving any invoice holds or disputes.

Finance Transactions Officer, Home Office - March 2020 – July 2022

- I quality assured purchase requisitions. I ensured that all purchase orders were created accurately and with no discrepancies to facilitate prompt payments to suppliers.
- I was responsible for supplier record maintenance, which involved conducting checks on new supplier requests to ensure that the correct approvals had been received for the request and that the correct procurement route has been followed by the requesters. This also involves conducting fraud checks on the bank details provided on the requests.
- I supported the business by answering queries via email and via the call centre; this involved helping staff to navigate the procurement system and offer advice on the correct procedures and procurement routes. I pride myself on my high standard of customer service.
- I effectively manage my workload and prioritize work accordingly so that everything is completed within the service level agreement.
- I regularly attended and engaged in team meetings and offered ideas on how to further improve the transactional process and ensure that the team could work at optimum efficiency.

Team Leader, Jessops Cameras - April 2013 – Present

- I support the staff in offering a high standard of customer service, whilst also monitoring and upholding store targets
- Liaising with other internal and external departments over the phone and via email, such as repair agents. This can often involve speaking with repairers on the customers behalf.
- Advising and serving customers on different products. This can include arranging finance agreements.
- Monitoring and responding to emails from varying departments within the company.
- Handling customer issues and complaints.
- Cash handling and reconciling the tills on a daily and weekly basis.

Customer Service Administrator, JE James Cycles - January 2013 – April 2013

- I responded to numerous varying customer queries via email and over the phone. This often involved monitoring and arranging customers' orders.
- I was also responsible for checking for fraudulent sales, which could be quite prevalent through web sales.
- Handling and resolving customer issues and complaints.
- Arranging internal stock transfers between stores.

Sales Expert, Jessops Cameras – July 2010 – January 2013

- Processing sales through the till. This could also include arranging finance agreements.
- Maintaining the store to a high standard, including visual merchandising of the store.
- Actioning head office requests, such as store transfers or dealing customer complaints and camera repairs.
- Answering the store phone and having a polite and professional phone manner.

Multifunctional, Cineworld Cinemas – July 2007 – November 2010

I worked on numerous departments within the cinema such as the concessions counter and bar work. The role involved maintaining a high standard of service whilst working in a very fast paced environment in the cinema's busy periods. I was also responsible for cash handling.

#### **Previous skills and experience**

- I have extensive knowledge of the procurement process within a civil service environment, and I have experience with managing requisitions and purchase orders.
- I pride myself in my ability to help and support colleagues from different teams and my ability to create good working relationships with multiple departments and external stakeholders.

- I have developed extensive experience with writing guidance, which the team can use to follow the correct procedures and processes.
- I was a key point of contact for colleagues for Finance Transaction queries. I pride myself on my written and verbal skills and my ability to offer a high standard of customer service.
- I have experience with assisting colleagues with navigating the marketplace available to Home Office staff and creating and managing their orders.
- As a Team Leader at Jessops, I have gained extensive experience with managing and supporting staff. This includes staff training and support on the IT systems and providing advice and guidance on purchasing for customers.
- I have completed the intermediate and advanced courses in Microsoft Excel.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other Degree	AAT Level 3	Accountancy	Merit
	BA Hons (Undergraduate)	Fine Art Photography	2:1 (First Class)
Degree	Foundation Degree	Art & Design	Distinction
A level		Art	B
A level		Film Studies	B
A level		Graphic Products	B
AS level		ICT	C
GCSE/O Level		Maths	B
GCSE/O Level		Science (Double Award)	BB
GCSE/O Level		English Literature	B
GCSE/O Level		English Language	B
GCSE/O Level		History	C
GCSE/O Level		Art	A*

I have removed personal details that could identify me

## Personal statement

### Personal statement

I am applying for this role because I feel that I could be an asset to your team. Working on Finance Transactions and Commercial Support within the Home Office has given me a unique insight into all aspects of the procurement process within a government department, from knowledge and experience with managing purchase orders and cost centres, to the role of the Commercial Directorate in procurement. I have completed my AAT level 3 qualification, through which I have developed a keen interest in accountancy, which I would love the opportunity to pursue further.

I have extensive knowledge of the public sector financial process and the purchase order life cycle within the Home Office. During my time on Finance Transactions, I developed knowledge of procurement systems and the importance of raising purchase orders promptly and accurately. I adhere to service level agreements to ensure that purchase orders are paid on time for key financial deadlines, such as month and year end. I understand the importance of an accurate purchase order, including all the correct accounting information, such as cost centres, project and analysis codes and how inaccuracy can cause multiple financial issues.

During my time within Commercial Support, I have developed collaborative working relationships with both my own team and other teams within the directorate. I have established a very positive rapport with multiple colleagues and teams, which encourages knowledge sharing and supporting, and ultimately aids the wider Home Office due to all teams involved being able to provide a higher standard of service. I enjoy offering help and support when I can.

My role has also given me experience in working in a multi-stakeholder environment. I am responsible for liaising with external suppliers who supply goods and services to the Home Office. It is my responsibility as an intermediary between Home Office colleagues and suppliers to manage any conflicts which may arise, such as pricing disputes.

I have implemented positive changes in our organisational culture which have improved the team's productivity. For example, it has been my responsibility to implement measures which promote resilience and sustainability within Commercial Support. I have done this in several ways, such as ensuring that



work areas no longer 'bottleneck' with specific colleagues. I promoted the benefits of writing work instructions and using SharePoint to ensure that the whole team has access to work.

I have developed extensive experience with a wide range of communication styles, including both written and verbal communications, both with colleagues and external stake holders. I regularly use Teams to support colleagues, and I pride myself on my ability to offer clear, direct communication. My job roles have meant that I speak with a range of colleagues with varying knowledge of the subject matter, so it is important that I am able to gauge this and respond appropriately. I also have experience with managing support mailboxes and can construct concise and informative emails to support the business.

My job role in Commercial Support has also helped me to understand the importance of appropriately managing public money. One of my key responsibilities is processing and managing government procurement (GPC) cards for the wider business. This work involves ensuring that the business uses the bank cards appropriately because these spends are published in the public domain, so must always adhere to Home Office policy. I regularly respond to freedom of information requests relating to specific bank cards and transactions.

I have extensive experience in using Excel to manage and interpret large datasets. As part of my role in Commercial Support, I use Excel to interpret trends in purchase orders raised with select suppliers to judge which would be good candidates for implementation on the Basware catalogue. I have experience with using formulas, tables, and pivot tables to effectively organise and interpret data. I have also attended advanced Excel courses.

I have gained experience with working independently and to tight deadlines. Finance Transactions has helped me to understand the importance of adhering to financial month and year end deadlines and ensuring that payments are made promptly to suppliers. I am also proficient at being able to manage my own workload, whilst at the same time I will always ask for support if I need it.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

#### **Situation**

Contract Purchase Agreements (CPA) raised by the Commercial directorate in the Home Office were not being appropriately managed, causing multiple issues, such as delayed purchase orders and spends being attributed to contracts incorrectly.

#### **Task**

I worked with colleagues within my team to create an action plan to effectively interpret and manage the CPA data. I then reached out to different stakeholders within the directorate to offer support and to share resources and knowledge to effectively manage their CPAs.

#### **Actions**

- I collaborated with my team to create a report which outlines all the CPAs which required action. This encouraged teamwork and knowledge share because it involved using Excel features that my colleagues were more familiar with.
- Engaging with other departments began to create positive rapports with multiple stakeholders. I set up regular meetings with departments to skill share and offer support on effectively maintaining CPAs.
- I conducted training sessions with colleagues to share information and resources, which would aid their work. These engagements helped to develop a common focus.
- I used the opportunity to consider the wellbeing of individuals within our team who were not feeling valued. I trained them on this work area, which encouraged a more positive team spirit.

#### **Results**

The work resulted in positive relationships with different departments, which enables collaborative working and knowledge sharing. This resulted in purchase orders not being delayed, ultimately facilitating prompt and accurate payments to suppliers and ensured that spends could be accurately

monitored by the Commercial Directorate.

### **Delivering at Pace**

#### **Situation**

Following the Ukraine crisis, I volunteered to support the teams working on Visa applications.

#### **Task**

Part of my role as a volunteer was to create a workflow team to organise and delegate the influx of Visa applications being received from Ukraine. I was responsible for supporting groups of volunteer staff.

#### **Actions**

- I collaborated with my peers to find ways to improve quality/turnaround of applications and ensure the work was performed successfully. I collated ideas to find the best solutions.
- I contacted the volunteer staff by email to share any guidance updates and ensure that all staff had the relevant logins to perform their work.
- I organised the shared mailbox so that the workload could be organised and categorised so that the team had clear responsibilities (for example, any high priority cases were treated as urgent, so these were managed as priority).
- I created a spreadsheet so that the applications could be regularly reviewed. This identified any barriers or bottlenecks in the process, which could then be fed back and rectified.

#### **Result**

The result of creating the workflow team was that the volunteering staff were suitably supported and had a point of contact if they needed any guidance. This meant that workflow increased, and a higher volume of applications could be processed at a faster pace. Creating and managing the spreadsheets also meant that performance could be monitored and reviewed.

This support would also ensure that the volunteers could effectively follow all relevant policies and procedures.

### **Working Together**

#### **Situation**

The situation was that Contract Purchase Agreements (CPAs) were not being appropriately managed by the commercial directorate within the Home Office, which causes multiple issues, such as delayed purchase orders and spends being attributed to contracts incorrectly.

#### **Task**

I worked with my colleagues to create an action plan to effectively interpret and manage the CPA data, I then reached out to stakeholders within the directorate to offer support and to share resources and knowledge to effectively manage the CPAs.

#### **Actions**

- I collaborated with my team to create a report which outlines all the CPAs which required action. This encouraged teamwork and knowledge share because it involved using Excel features that my colleagues were more familiar with.
- Engaging with other departments began to create positive rapports with multiple stakeholders. I set up regular meetings with departments to skill share and offer support on effectively maintaining CPAs.
- I conducted training sessions with colleagues to share information and resources, which would aid their work. These engagements helped to develop a common focus.
- I used the opportunity to consider the wellbeing of individuals within our team who were not feeling valued. I trained them on this work area, which encouraged a more positive team spirit.

#### **Results**

The work resulted in positive relationships with different departments, which enables collaborative working and knowledge sharing. This resulted in purchase orders not being delayed, ultimately facilitating prompt and accurate payments to suppliers

Ensured that spends could be accurately monitored by the Commercial Directorate

## Preferences

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Your first choice of work location      Sheffield

## Role specific questions

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Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

Yes

Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.

No

## Declaration

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

Yes, I am a part qualified Chartered accountant and I am only left with 3 exams and I am currently studying towards achieving my accountancy qualification and be fully qualified.

## Your CV

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### Employment History

Assistant Finance and operations manager (March 2022 -March2023) -

- Supervised Accounts receivable, Accounts payable and credit control team to ensure all the weekly and monthly deadlines were completed effectively and efficiently
- Supported the Credit Control team with overdue debt collection, including daily cash allocations within our source underwriting system and unallocated cash maintenance.
- Assisted in posting and reviewing of Intercompany journals and balances
- Ensured relevant process documents and process flows are updated on a timely manner and incorporated changes and enhancements to procedures.

- Designed charts, tables, and dashboards to present complex financial information in a concise manner to the managing director and other departments
- Developed and used excel based analysis to generate insight on key performance questions using data sourced from multiple sources and in multiple currencies
- Identified process improvements in the sales order team and changes in the sales return system to ensure strict credit control is placed and all the debit notes are cleared timely
- Assisted management accountants in monthly reporting and reconciliations
- Reviewed all financial plans and budgets regularly to look for cost reduction opportunities
- Prepared year end schedules for audit and working closely with the auditors to ensure smooth completion of the audit and timely submission of the final accounts
- Ensured all the financial transactions are properly recorded, filed and reported
- Streamlined accounting and billing activities, improving efficiency and profitability
- Motivated finance team members by clarifying tasks and deadlines and leading weekly team meetings to ensure month end submissions are done timely

Finance Assistant and credit controller (September 2019- October 2021) -

- Cleared over £800k historic debt by engaging with customers and maintained operational compliance with regulatory guidelines through managing weekly analysis of aged debtors to monitor strict credit control, looking into queries, updating, and advising finance director
- Prepared and communicated detailed financial analysis for senior management to understand variances and financial performance
- Closely worked with the accounts payable team and learned all the day to day activities related to maintain purchase ledger and swiftly learnt all the software's used in the processes
- Gathered and analysed data to provide accurate documentation for assurance and internal audit testing
- Prepared VAT reconciliation, Intrastat returns, Tax returns and reconciled GBP ,foreign currency and Web-Sales receipt with bank accounts and management of the process to ensure month-end deadlines are met
- Assisted with intra-company accounts and preparing monthly revenue reports and payments to the suppliers
- Analyzed and allocated nominal accounts along with month end journal postings
- Successfully delivered and implemented from Sage 200 to Sage X3 ERP solutions and completed tasks allocated by supervisor within agreed budget and deadlines
- Gained understanding of clients and business issues by preparing prompt solutions
- Proactively learned and developed monthly and quarterly sales and marketing forecast using trend projection, stock, and margin analysis to help management accountants
- Actively participated in group meetings and effectively managed and presented analysis, recommendations, risk, and opportunities

Teaching Assistant (December 2018 - June 2019) -

- Provided one-to-one and small group Maths, English, and Science sessions for 7-11-year-olds
- Tailored English lesson plans for 10 children and increased their reading and speaking by 3 levels by developing their questioning and listening skills
- Helped the team with allocating budgets for disabled children support

Retail and Business Banking Intern (June 2018 - August 2018) -

- Advised customers with financial requirements and opened over 200 accounts after assessing individual circumstances
- Provided front desk services and referred customers to the specialist colleague to resolve their query
- Verified cheque clearing using Microsoft Excel and industry specific software such as Finacle and Teller

Project Management Assistant (April 2016 - August 2016) -

- Worked in a team of 7 to facilitate employability and computer skills workshops for the surrounding cities
- Successfully implemented 5 local skill and training workshop for over 100 students in different cities
- Prepared daily budgetary reports on daily basis and coordinated all activities to ensure cost allocation is done effectively

Previous skills and experience -

Business modeling & Accounting Softwares - Sage 200, BI, Sage line, Sage 50, Sage X3, MYOB Quick-Books, SagePay, SAP, Xero, IT skills

Microsoft Office Packages - Word, Advance MS Excel(Vlookups, Pivot tables, formulas and analysis), Power BI

**Previous skills and experience**

Previous skills and experience –

Business modeling & Accounting Softwares – Sage 200, Sage line, Sage 50, Sage X3, MYOB QuickBooks, SagePay, SAP, Xero, IT skills

Microsoft Office Packages – Word, Advance MS Excel(Vlookups, Pivot tables, formulas and analysis)

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)

I have removed personal details that could identify me

## Personal statement

### Personal statement

As someone who has always been passionate about finance and the world of business, I am excited to have the opportunity to apply for this position that requires a unique set of skills and experiences. My journey in the finance industry began several years ago, and since then, I have honed my skills and gained valuable experience that has prepared me for this role.

I have always had a strong interest in finance, and that interest led me to pursue a degree in finance and accounting. During my studies, I gained a thorough understanding of the principles of finance, including financial analysis, budgeting, and financial management. I also had the opportunity to work on several projects, including a research project on the impact of monetary policy on the economy. Through this experience, I learned how to analyse data using tools like Microsoft Excel, which has been invaluable in my subsequent work.

After graduation, I started my career in a finance environment working as a financial assistant in a mid-sized company. My responsibilities included conducting financial analysis, creating financial reports, and developing financial models to help the company make informed financial decisions. This experience gave me a solid understanding of finance processes and how they work in a business setting.

In my current role, I have built and maintained trusted relationships with colleagues and stakeholders. I take pride in the accuracy of my work and always strive to deliver quality results. As an accountant in a large corporation, I work closely with multiple departments and stakeholders, including finance, operations, and procurement. I am responsible for ensuring that all financial transactions are accurately recorded and reported, and that financial reports are delivered on time. I have gained a reputation for being a reliable and responsive team player who is always willing to go the extra mile to get the job done.

One of my strengths is my strong organisational skills, which I have developed over the years. I understand the importance of keeping track of multiple tasks and prioritising them effectively. I take a proactive approach to problem-solving and always seek to identify opportunities to improve systems and processes. For example, I recently introduced a new system for tracking debit notes and issuing credit notes, which has resulted in significant time savings for the finance team.

As someone who has a working knowledge of managing money and financial governance processes, I am aware of the importance of adhering to strict financial regulations and guidelines. I am familiar with the principles of financial management, including budgeting, financial reporting, and financial analysis. I understand the importance of ensuring that financial information is accurate, transparent, and accessible to stakeholders.

I have strong numerical and analytical skills, which have been invaluable in my career. I am experienced in analysing data using Microsoft Excel, and I am comfortable working with complex data sets. I have a keen eye for detail, and I enjoy digging deep into data to uncover insights and trends. I have used these skills to identify areas where our financial reporting could be improved, resulting in more accurate and useful reports.

Finally, I have extensive experience in working to tight deadlines under pressure, and I am able to manage competing priorities effectively. I understand the importance of delivering work on time, and I am able to work efficiently without compromising on the quality of my work. I have also developed strong

time management skills, which enable me to prioritise tasks and ensure that everything is completed on time.

My increasing passion for working in finance at higher level has motivated me to complete my professional qualification ACCA and increase my knowledge in financial management. I have so far completed 10 exams out of 13 so far and I am always dedicated to achieving my goals and constantly working towards reaching the next step to grow in my career. I have repeatedly applied my theoretical knowledge from my studies into practical use in my previous work experience and I will continue to do so in my future work experience for the better processes and efficient results.

I believe that I would be an asset to any team, and I look forward to the opportunity to contribute my skills and expertise to the success of your organization.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Previously working as a finance assistant, I was responsible for processing invoices and making payments to vendors on behalf of my company.

One of my key responsibilities was to ensure that payments are made accurately and on time, to maintain good relationships with the vendors and avoid late fees or other penalties.

To manage quality service in this role, I implemented the following actions –

Attention to detail: I always double-checked the invoices I received against our records to ensure that the amount being billed was correct, and that we were being charged for the correct goods or services

Timeliness: I prioritized payments based on their due date, making sure to pay invoices that are due soonest first. I also made sure to process invoices in a timely manner, so that we didn't incur any late fees or other penalties

Accuracy: I ensured that payments were made accurately, by verifying that the amount we were paying matched the amount on the invoices, and that we were paying the correct vendor

I maintained open lines of communication with vendors, responded promptly to any questions or concerns they may have about their invoices or payments

This has resulted in timely payments to our vendors, accurate record-keeping, and good relationships with our vendors. It has also helped to avoid any late fees or penalties, which has saved our company money in the long run.

### **Delivering at Pace**

When I first started working in the finance department, I noticed that the monthly financial report was taking longer to produce than it should, causing delays in decision-making by senior management

My task was to identify the root cause of the delay and find ways to speed up the process while ensuring the accuracy and completeness of the report

I started by analyzing the existing process, and identified several bottlenecks, such as manual data entry and reconciliation. I then worked with my colleagues to automate these processes by using tools like Excel macros and database queries. Additionally, I introduced a checklist to ensure that all necessary data was gathered in a timely manner and that all steps in the process were completed without delay. I also suggested regular meetings to track progress and identify any potential issues

As a result of my efforts, we were able to reduce the time required to produce the monthly financial report by 50%, from 10 days to 5 days. This allowed senior management to make decisions more quickly and with greater confidence, which helped the company to achieve its financial targets

This approach demonstrates my ability to deliver at pace and to work efficiently and effectively to achieve the goals of the finance department

### **Working Together**

As an assistant finance manager, I was responsible for managing the day-to-day financial activities of the organization, including overseeing accounts payable and receivable, financial reporting, and budgeting. One of my primary responsibilities was to work closely with my team to ensure that all financial processes were accurate, efficient, and completed in a timely manner.

One of the biggest challenges that I faced in my role was managing a team of individuals with different skill sets and personalities. It was important for me to find ways to motivate and engage my team to ensure that we were all working towards our common goals.

To address this challenge, I took several steps to work effectively with my team. First, I regularly communicated with each team member to understand their strengths, weaknesses, and areas for development. This allowed me to tailor my management approach to each individual, providing them with the support and guidance they needed to excel in their roles.

Second, I implemented a system of regular check-ins and feedback sessions to ensure that each team member was receiving the support and resources they needed to succeed.

As a result of my efforts, my team was able to work more efficiently and effectively, with a higher level of motivation and engagement. We were able to meet our financial goals and deadlines consistently, and the team culture was positive and supportive.

## **Preferences**

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**Your first choice of work location**      Coventry

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above



## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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### **Provide details of how you meet the experience and skills outlined above (max 250 words)**

I am proficient at handling various responsibilities by prioritizing my tasks, establishing clear deadlines, and finding creative solutions to eliminate personal and organizational obstacles.

My robust skill set, which is related but not restricted to financial reporting and management, data analysis, financial budgeting, analytical problem-solving, leadership, teamwork, and effective verbal and written communication, allows me to manage the numerous duties of finance with ease.

Current and past responsibilities include but are not limited to the preparation of monthly reports, review of sub-recipients' financial statements and related documentation, performing monthly bank reconciliations, asset, and inventory management, and ensuring expenditures are not only within the approved budgets but are supported, allowable, allocable, and reasonable, amongst other duties.

I have worked on several projects funded by different international donors and understand their respective cost principles and award regulations, together with the General Accepted Accounting Principles.

I am excited about this position because it allows me to put my previous experience to use, specifically in the improvement and strengthening of the organization's financial, grant management system, and internal control environment, which is one of the critical areas I believe is essential for ensuring accurate, reliable, and financial reporting.

As a proven financial leader, I am fully committed to my job and dedicated to helping the organization meet its goals, improve its economic strategies, and keep an eye on all its budgets and financial systems.

I undertake continuous self-development, which entails that, in a short time, I will be a better employee on the job.

## **Your CV**

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### **Employment History**

#### **PROFILE**

A Finance Expert with experiences ranging in Accounting, Auditing, Compliance, Grant Management, and Budgeting among relevant expertise. My experience spans various sectors of the economy ranging from public to private as well as non-governmental organizations. A stickler for integrity, I work with the team to strive for continuous improvement toward achieving organizational goals and efficiency.

#### **WORK HISTORY**

1. Business Support (sessional), Jan – Mar 2023

Angus Carers Centre – Arbroath, Angus, Scotland.

Achievements include but are not limited to:

- providing support to the Angus Carers Centre's teams with tasks related to reviewing procedures, compliance, routine work, processing confidential information, administrative support, financial systems, research assistance, relationship building, truthful communication, and policy compliance.

2. Finance Advisor, Apr 2022 – Oct 2022.

Johns Hopkins University CCP - Abuja, Nigeria.

Breakthrough Action Project (USAID)

Achievements include but are not limited to:

- Co-led the monthly financial reporting with the use of QuickBooks by ensuring transactions into the accounting software are rightly posted and classed correctly and conducting monthly bank reconciliations.

- Provided regular updates and overviews of spending and cash flow for the entire program as well as units, departments, projects, and partner organizations for the project senior management team.

- Oversaw the review of purchase orders for office supplies and other mid-size to large procurement.

3. Accountant II, Oct 2020 – Mar 2022

Management Sciences for Health – Nasarawa, Nigeria.

PMI-States/USAID Malaria Project

Achievements include but are not limited to:

- Ensured that any money expended in the field is done by Generally Accepted Accounting Principles, MSH policy, and any cost principles as imposed by the Donor agency.

- Reconciled advances, including review of receipts, coding of expenses on the general voucher, and entering QuickBooks

- Participated in the improvement of the accounting system and the system of internal control. In addition, ensuring adherence to all MSH's Procurement Integrity standards and local statutory laws in all activities.

4. Senior Finance Advisor, Mar 2020 – Sep 2020

Crest Care Services - Abuja, Nigeria.

Achievements include but are not limited to:

- Used expert knowledge to create profitable financial strategies/schemes.

- Performed thorough risk assessments to minimize investment issues.

- Using tracked data, produced performance reports and statistical information in support of effective, efficient Unit service delivery and management.

5. Senior Finance Officer, Jan 2016 – Feb 2020

Association for Reproductive and Family Health - Abuja, Nigeria.

SIDHAS, RASUDIN, FCA, EC & MNCH2 - USAID, BMGF, Rutgers, MSH & DFID

Achievements include but are not limited to:

A. Accounting:

- Ensured all payments were in line with the cost principles which entails ensuring they were adequately supported by valid documents, within the approved budget, and were prudent.

- Ensured that all advances and activity retirements from the field offices and staff were duly retired before they are due.
- Managed fund disbursements to Sub Recipients and work with their Project Accounting teams to ensure that project expenditures are in line with Donor/Organisational standards.

#### B. Reporting:

- Preparation of accurate, regular, and timely financial reports for the organization, donor, and relevant external stakeholders.
- Prepared Budget tracking & variance analysis; audit schedules including Trial balance, Financial Statements for the conduct of the annual audits and assist in follow-up on the disposal of audit observations and recommendations.

#### C. Project management:

- Provided continuous technical assistance and training to sub-recipients and monitored the grants expenditures, budgets, and reporting which ensured projects were implemented in compliance with the terms and conditions of donors.

#### D. Administration:

- Maintaining all project assets and stock items ensuring a satisfactory level of accountability and internal control; as well as Vendor registration & verification
- Ensure that the program's working advances (staff, consultants, etc.) are controlled and cleared with acceptable supportive documentation and vouchers.
- Ensured procurements were done according to donor and Organisation policies.

#### 6. Audit Trainee, Jan 2015 – Dec 2015

Sterling Partners & Co (Chartered Accountants) – Lagos, Nigeria.

Achievements include but are not limited to:

- Proper vouching and analysing of various sources documents for authentication, preparation of extended audit trial balance; preparation & extraction of other audit working papers such as fixed assets schedule, and bank statement analysis.
- Participated in the conduct of statutory audits on clients covering the Banking, Retail & Service Industry, and reviewed Risk Management processes in companies audited.
- Duly filing of Tax returns i.e., P.A.Y.E for clients and Computation of P.A.Y.E & handling of P.A.Y.E related audits with tax authorities.

#### 7. Finance and Administrative Assistant, Dec 2013 – Dec 2014

Association for Reproductive and Family Health – Abuja, Nigeria.

ESMPIN/USAID Project

Achievements include but are not limited to:

- Assisted the Finance and Admin officer in Conducting systematic internal reviews or audits to ensure that compliance procedures are followed on retirements from the Community-Based Organisations in the project states.
- Preparation of Checks and Payments Vouchers on transactions carried out during the year.

#### Previous skills and experience

- Financial Reporting & Grant Management
- Risk Planning & Analysis
- Leadership and teamwork
- Asset Management & Procurement
- Forecasting & Budgetary Controls

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Masters		Business Analytics with Finance	
Masters		Business Administration	
Degree		Accounting	

I have removed personal details that could identify me

## Personal statement

#### Personal statement

I am excited to apply as I am confident that my credentials, professional experience, and broad skillset best match your organization's requirements.

I am a skilled finance manager with over eight years of vast experience in the development and accounting private practice industry. I am proficient at handling various responsibilities by prioritizing my

tasks, establishing clear deadlines, and finding creative solutions to eliminate personal and organizational obstacles.

My robust skill set, which is related but not restricted to financial reporting & management, data analysis, financial budgeting, excellent presentation, analytical problem-solving, leadership, teamwork, and effective verbal and written communication, allows me to manage the numerous duties of finance with ease.

Current and past responsibilities include but are not limited to the preparation of monthly reports, review of sub-recipients' financial statements and related documentation, performing monthly bank reconciliations, asset, and inventory management, and ensuring expenditures are not only within the approved budgets but are supported, allowable, allocable, and reasonable, amongst other duties.

I have worked on several projects funded by different International Donors and understand their respective cost principles and award regulations together with the General Accepted Accounting Principles.

I am excited about this position because it allows me to put my previous experience to use, specifically in the improvement and strengthening of the organization's financial, grant management system, and internal control environment, which is one of the critical areas I believe is essential for ensuring accurate, reliable, and financial reporting.

As a proven financial leader, I am fully committed to my job and dedicated to helping the organization meet its goals, improve its economic strategies, and keep an eye on all its budgets and financial systems. Furthermore, I undertake continuous self-development, which entails, in a short time, I shall be a better employee on the job, as I am also a fast learner.

In addition to many years of practical professional experience, I hold a bachelor's degree in Accounting, MBA and I am currently pursuing a postgraduate MSc in Business Analytics with Finance Program while at the final stage of my professional ACA qualifying examinations.

If given the opportunity, I will play a significant role in the strength of the organization while I learn, relearn, and unlearn with the current fascinating team.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

**Situation:** In my past role as a financial accountant on several projects, I was responsible for preparing monthly financial reports. These reports had to meet the organization's and donor's high-quality standards and be submitted before the deadline.

**Task:** My task was to manage the financial reporting process, ensuring that the reports were accurate, comprehensive, and met the company's requirements. This required me to work with other sub-accountants and the management team to collect financial data, analyze it, and produce accurate reports.

**Action:** To achieve this task, I established a streamlined financial reporting process that included a thorough review of financial data, accounting records, and compliance requirements. I worked closely with sub-accountants to collect and verify financial information and reconcile financial records. I also leveraged my financial reporting skills to ensure that the reports were free from errors and inconsistencies.

**Result:** As a result of my efforts, the financial reports were submitted on time and were of high quality, meeting the company's requirements. The reports provided accurate insights into the company's financial performance, enabling stakeholders to make informed decisions. The financial reporting process was also optimized, resulting in improved efficiency and reduced errors.

Working with other sub-accountants and stakeholders helped create a collaborative environment that improved communication and teamwork. My financial reporting skills were a significant contribution to the team, enabling us to meet the stipulated deadlines and produce high-quality reports.

### **Delivering at Pace**

**Situation:** With regards to the above, I was responsible for preparing monthly financial reports. These reports had to meet the organization's high quality standards and be submitted before the deadline.

**Task:** My task was to ensure that the reports were produced promptly, accurately, and met the company's requirements. This required me to prioritize tasks, ensure timely communication with stakeholders, and maintain a disciplined approach to time management.

**Action:** To deliver at pace, I established a system that prioritized tasks according to deadlines and turnaround times. I ensured that tasks were planned and executed promptly, and that stakeholders were regularly updated on progress. I also leveraged my communication skills to ensure that there was rapid communication in case of delays and that the stakeholders were informed in advance of any changes.

**Result:** As a result of my efforts, the financial reports were produced before the deadlines, allowing stakeholders to review and analyze them before making decisions. In case of any delays, I ensured that there was rapid communication with stakeholders, which enhanced understanding and prevented any surprises. The prompt delivery of reports ensured that stakeholders could make informed decisions and kept the project on track.

Maintaining pace with deliverables enabled the company to meet its objectives and improve efficiency. It also enhanced teamwork and collaboration, as everyone was working together towards a common goal. My disciplined approach to time management and prioritization of tasks was a significant contribution to the team, enabling us to meet the deadlines and produce high-quality reports.

### **Working Together**

**Situation:** In my past roles, I have always worked with colleagues from different technical spheres, ethnic and religious backgrounds, and had to interact with them on a regular basis.

**Task:** My task was to create a collaborative environment where everyone could work together effectively towards a common goal. This required me to leverage my interpersonal and communication skills to establish strong relationships with my colleagues.

**Action:** To work effectively with colleagues from diverse backgrounds, I took it upon myself to understand their social and cultural differences. I made an effort to learn about their cultures and beliefs, which helped me communicate and interact better with them. I also leveraged my strong communication skills to ensure that everyone felt heard and understood, and that their contributions were valued.

**Result:** As a result of my efforts, I was able to create a collaborative work environment where everyone felt included and valued. This enhanced teamwork and improved productivity, enabling the team to achieve its objectives. My strong interpersonal skills and adherence to high ethical beliefs enabled me to build strong relationships with colleagues, which improved communication and promoted trust.

Working effectively with colleagues from diverse backgrounds requires empathy, understanding, and effective communication skills. By trying to understand my colleagues' social and cultural differences, I was able to build strong relationships with them, which improved teamwork and enhanced productivity.

My commitment to working together with colleagues and adhering to high ethical beliefs ensured that everyone felt included and valued, regardless of their background or beliefs.

## **Preferences**

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<b>Your first choice of work location</b>	Coventry
<b>Your second choice of work location (optional)</b>	Sheffield

## **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

## **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	No
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## Your CV

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### Employment History

Arden University ( FTC ) Nov 2022 – Present

Accounts Receivable Co-Ordinator

- Downloading statements and posting all payment receipts, mainly related to students.
- Performing analysis to ensure all payments are correctly applied and modules are released accordingly
- Enrolling students on UG and PG degrees
- Managing a shared inbox and answering queries, often in a limited timeframe
- Answering student queries and concerns via an online ticketing system, queries include course dates and payments, fixed payment plans,
- Raising invoices and credit notes for students and keeping analysis of a certificate release report

- Maintaining an excellent working relationship within my team and other team including credit control and student finance/support

May 2022 – Oct 2022

Short career break due to redundancy

Federal Express Jan 1999 – Apr 2022

Financial Accountant – Associate Aug 2016 to Apr 2022

- Supported new members of the team through intensive training and stress management support, ensuring they had an easy transition into a new team and company
- Operated in multiple legal entities, performing complex checks & reconciliations
- Supported effective processes by performing defined activities such as reconciliations and critical receivables and payroll accounts
- Investigated issues regards to incorrect application in receivables accounts, by liaising with other financial departments and third party groups
- Performed and supported a timely Month end close for all responsible accounts, looking at balance sheet/profit & loss account trends, escalating any major issues to management
- Heavily involved in the restructure of the FedEx Financial team. played a vital role in the transition of work tasks transferring to an external company. Provided written and verbal training, guidance and follow up support and was involved in most meetings regards to questions and issues.

Payroll Administrator Aug 2004 to Jul 2016

Worked in a small team to deliver a monthly payroll, including processing end to end new hires, leavers, overtime and sickness, ensuring that all deadlines were met.

- Worked closely with HR, Managers, Team leads and third parties on a daily basis to guarantee a smooth run of the department
- Participated in the improvement of processing, including training for new payroll providers (WorkDay)
- Always kept in mind privacy and strict compliance for all payroll information

Accounts Payable Agent – Senior Feb 2002 to Jul 2004

- Focused on the accurate and timely validation and processing of the more complex/high value, multi-country/currency vendor invoices
- Ensured correct payment of vendor invoices relating to transportation charges, all services and D&T. Processed employee expense claims, for UK, Ireland and Nordic countries, Compliance with P&P and each country legislation
- Used appropriate methods to obtain timely approvals for invoices in accordance with defined procedures and guidelines. Monitored progress and followed through to obtain outstanding approvals
- Maintained and controlled all information within the vendor database to ensure that it remained current and that only approved vendors could be paid
- Reconciled the more complex, multi-transaction vendor statements of account, to the Accounts Payables balance in order to accurately identify and resolve all differences. Including communication with Management in relevant departments and vendors where appropriate

Postroom/Office Administrator Jan 1999 to Jun 2004o

- Responsible for incoming and outgoing post on a daily basis, ensuring that the relevant departments received post in a timely manner
- Kept up the stock for stationary and other office supplies for use, by receiving orders from different departments. Keeping an account of use
- Maintained a good working relationship within the Post room and all other departments
- Also included Reception duties

#### **Previous skills and experience**

- Planning and Organisation - well developed capability to manage and prioritise self, working within stringent timescales in a pressurised environment.
- Personal Achievement - reputation for achieving results using a flexible approach and a strong desire



to succeed and rise to a challenge, with a 'hands on' approach to all duties

- Building Working Relationships - proven track record of developing long term relationships built on trust and credibility and interacting effectively with people at all levels. Also developing excellent working relationships with fellow team members, wider colleagues and managers.
- Interpersonal Skills - excellent communication skills through all mediums including presentation skills and with people at all levels
- Teamwork - works wells as part of a team, approachable, adaptable, patient and supportive. Also happy to train new members of a team and assist with any queries or concerns they have.
- Adaptable and experienced in working in a fast-paced environment.
- Problem Solving - systematic and pragmatic approach to analysing and solving problems together with devising strategies to resolving business queries.
- Strong numerical skills; accuracy and attention to detail
- IT Skills - competent in Microsoft Office, including Word, Excel, Powerpoint and various finance packages.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Other	AAT	Finance	Pass
GCSE/O Level		Maths	D
GCSE/O Level		English	C
GCSE/O Level		Geography	D

I have removed personal details that could identify me

## Personal statement

### Personal statement

I consider myself to be a positive, outgoing and highly motivated individual who thrives in working within a team environment, while easily working independently with minimal supervision. I value the work I do and always remain open and enthusiastic about learning new skills and adapting well to changes. I have a proven track record for maintaining excellent written and verbal communication skills. And I am keen to develop my financial knowledge.

- Experience of working in a finance environment and/or with finance processes;

I have worked in many various finance departments and have a vast knowledge of many finance functions including, Downloading and validating daily bank statements for multiple entities, reconciling all transactions and analysing back up for correct application.

Processing of Journal entries

Reconciling petty cash books using trial balance reports to analyse expenditure against cash received at various locations across Europe.

Reviewing balance sheet reports for VAT, ensuring payments and refunds were correctly applied.

Month end activities, reconciliations on all ledger balances, investigating variances. Preparation of reports to include detailed explanations.

Analysing month on month reports highlighting significant variances to management and providing accurate evidence and support.

Audit activities; providing accurate and high quality evidence and information upon request in a timely manner. Dealing with both internal and external auditors on a quarterly and annual basis and working closely with other finance teams to resolve issues and queries. Providing complex reports on bank statement variances.

- Builds and maintains trusted and responsive relationships with colleagues and stakeholders;

I have excellent interpersonal skills which have enabled me to build strong working relationships in order to deliver excellent customer service. As FedEx was a global company I was accustomed to having regular contact with people across Europe, India and the US, and enjoyed working with a diverse group of colleagues and internal customers, as well as internal and external stakeholders. I built up very strong professional relationships during many changes in the company and always remained a consistent point of contact for training, queries and concerns.

- Has strong organisational skills, takes pride in the accuracy of their work and a drive to continuously improve systems and processes;

I feel I have a well developed capability to prioritise and organise myself and on occasions my team, often during stringent timescales. I am used to working in a fast paced environment whilst always maintaining accuracy and attention to detail. This has been proven during a major company restructure when I had to deliver written and verbal training to an external company.



- Has a working knowledge of Managing Public Money and financial governance processes; Although I do not have experience in the management of public money, I am aware that it is about providing UK citizens value for money and the importance of following strict principles and rules set out by the UK government.

- Strong numerical and analytical skills, including experience in analysing data using Microsoft Excel; I possess strong numerical and analytical skills and am competent in Microsoft Office. I used excel on a daily basis, including the use of pivot tables, which I used to collate and analyse bank statements, variance and balance sheet reports. I am also proficient in using many varied Financial and banking software systems.

- Ability to work to tight deadlines under pressure and manage competing priorities; I have adopted a focused and methodical approach to the planning and execution of tasks within Finance. I work well under pressure and provide additional support to team members to ensure that deadlines and the company's expectations are met whilst always maintaining accuracy. An example of working under pressure would be when my team was reduced from 5 to 2 members. I became the most senior member of the team and had to ensure that the work was evenly distributed and that my team were not stressed or overwhelmed with the additional workload. By keeping a calm and professional attitude, deadlines were met within the given timeframes.

I have a strong belief that it is vital to always maintain kindness and respect to everyone at all levels. I believe if you are passionate about something and work with people who feel the same then challenges can be faced and success can be achieved.

I would love the opportunity to work as a Finance officer in the ESFA Finance Team and feel that with my skills, knowledge and enthusiasm I would be a good fit for the role.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Due to a departmental restructure I had to deliver training and support to an external team, who were taking over the majority of the Finance roles.

My task was to organise training materials both written and verbal identifying best practises using remote learning, mainly for teams based in India.

I organised and provided an up to date calendar of daily and monthly tasks highlighting the importance of timeframes.

I provided clear and concise support and addressed concerns.

I worked with a diverse group of colleagues who were at different levels of skills and knowledge.

I was sure to cover training on all aspects of the department.

By adopting this way of training, although challenging enabled me to remain in constant communication with all involved. By welcoming queries and responding patiently and constructively, it built up their confidence and enabled them to become more efficient. I was able to review the teams workload and provide the necessary support, remaining positive and focused throughout.

In addition for myself and the team it was a very challenging time, I feel I adapted well and developed additional skills such as leading a team, creating training materials and delivering daily training, whilst effectively using alternative tools for communication; Teams.

I feel I remained proactive and focused. Always working towards objectives , and following finance policies and procedures.

I had regular video meetings with my team and the manager to stay updated

### **Delivering at Pace**

A new team member joined our busy team, relocating from India. As my manager and team leader were based remotely it became my responsibility to support and develop her knowledge.

I prepared a schedule and ensured that the team member was not overwhelmed with her new workload.

I gave clear instructions on work and supported my new colleague, reviewing progress of activities on a daily basis.

I helped her become confident in the compliance of company legislation and provided her with all the tools she needed.

I explained clearly the importance of prioritising daily and monthly activities.

I remained positive, focused and patient throughout this time. Proactively creating an excellent working relationship, and because of this my new colleague developed her skills and knowledge quickly, I really enjoyed seeing Nidhi develop and become competent in her role. This also benefited the team as a whole because we did not fall back on responsibilities.

One thing I did feel very proud about was that before I left the company I spoke to my colleague who had then been there for nearly three years she said it was the first job she had taken where she did not feel stressed while learning the role she said I was patient and kind and always happy to help and that when she went home she felt relaxed knowing she had the resources and support she needed.

#### **Working Together**

While working in payroll & Expenses department, I, along with the team were notified that the expenses would move to the FedEx team based in India

I had to develop a plan of action and ensure a smooth transition for all involved

I firstly had to notify all employees who submitted Expense reports of the significant changes and dates when this would take place. Ensuring to take into account possible impact on the payments the employees receive.

I had to ensure ongoing support and guidance was provided to stakeholders who were concerned about the changes

I worked closely together with the team and Manager to develop a detailed timeline and training schedule. Keeping in mind strict expenses policies and restrictions of allowed claims, also the importance of approvals.

I developed an excellent working relationship with the team based in India, and built up trust with colleagues and stakeholders from all levels, taking it upon myself to provide progress reports and ensure they were aware of contact details for expenses and communication going forward

There were issues and confusion over allowed expenses and various levels of approval requirements, So I created job aids and included intensive table of allowed expenses and spending limits on, for example

Meals, hotels, drinks

My team and I worked very well together and with all involved, building solid professional relationships and ensuring that all parties were comfortable with the aspects of the updated process

#### **Preferences**

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**Your first choice of work location**      Coventry

#### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

#### **Declaration**

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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### **Provide details of how you meet the experience and skills outlined above (max 250 words)**

As it's made evident in my resume, I am proficient in completing quarterly forecasts, financial statements, analysing variances in a comprehensive manner (i.e., Pivot Tables, Vlookup) and manipulating and analysing large datasets using software such as Python and MySQL. My technical skills also include but are not limited to, providing quality auditable data in compliance with IFRS standards, saving files according to its guidelines and paying statutory tax on behalf of clients, knowledge and skills I acquired after I sat and passed my professional accountancy qualification; Institute of Chartered Accountants, Ghana, a qualification recognised by the Institute of Chartered Accountants England and Wales. The desire to further improve and better myself professionally has urged me to complete the ACCA qualification as well.

Furthermore, in my role as a Finance Assistant at Issifu Ali & Co. Chartered Accountants, I performed similar duties to those outlined in this job description. To illustrate, I managed two big retail and distribution firms. Notable tasks included overseeing and reviewing business processes and recommending better controls, as appropriate. This translated into duties which required periodic debtors and suppliers accounts, inventory, sales, bank and cash reconciliations. My role was an integral part of the

firm's specialist accountancy services. With the businesses allocated to me, I demonstrated diligence in reviewing areas where they were not being resourceful in waste management or not meeting sales targets. I offered creative solutions such as cost-cutting or performance related incentives which enabled the businesses to achieve and in some cases, outperform targets.

## **Your CV**

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### **Employment History**

Administrative Officer Department of Work & Pension (DWP) 2023 - Present

- Tracing and auditing cases related to Pension credit abatement.
- Undertake cases related to LEAP
- Reconciliation of accounts and systems.
- Responds to queries/correspondence

Finance Assistant Issifu Ali & Co Chartered Accountants 2018 - 2021

- Analyse a variety of data sources to produce weekly, monthly and ad-hoc accounting journals
- Produce thorough and compliant balance sheet reconciliations - ensuring auditable evidence is available for each transaction
- Complete quarterly forecasting and annual budget by meeting with the respective budget holders and going through each financial area
- Post journals into the general ledger in a timely and accurate manner at each period end, and working in collaboration within the Finance team to ensure month end timetables are adhered to
- Assist in year-end audit tasks and rolling compliance reviews, and provide quality auditable financial information

Financial Officer Awukfrans Susu and Loans Enterprise 2017 - 2018

- Advised the director on the credit worthiness of potential clients
- Participated in the review and selection of various investment portfolios
- Reviewed daily data inputs on the system to eliminate errors

Account Assistant Kwame Nkrumah University of Science & Tech 2016 - 2017

- Processed invoices
- Reconciled vendor statements
- Prepared payments journals
- Reviewed & updated the asset register prior to the of financial statements
- Responsible for month-end closing procedures and reconciliations: bank accounts payable and receivable
- Prepared journal entries and reconciled general ledger accounts
- Prepared financial reports for the University's board of directors

### **Previous skills and experience**

Technical Skills

- Python programming skills for Data Analysis and R for Econometrics
- Proficient in Microsoft Office packages (Excel, Word, PowerPoint, Outlook, Publisher)
- Knowledge of Database Management Systems (MySQL)
- Ability to use Tableau for presentation of insights
- Knowledge of various accounting softwares; Sage, Tally, Panacea

Core Skills

- Strong numeracy skills
- Excellent verbal and written skills
- Ability to multitask and produce accurate work under pressure
- Effective in decision making, even in situations of the absence of complete information
- High regard for accuracy
- Good interpersonal skills and ability to work as part of a team
- Cash allocation and reconciliation
- Financial analysis and reporting
- Account reconciliation

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Masters		Finance and Big Data Analytics	Distinction
Degree		Bsc in Accounting	Distinction

**I have removed personal details that could identify me**

## Personal statement

### Personal statement

The combination of my work and academic experiences has equipped me with sound accounting knowledge and skills which I believe would be transferable to this context.

In my previous and current roles, I have had to communicate effectively with individuals across organisational hierarchies, such as Managers, Directors and Stakeholders, with most interactions taking place with the latter and/or clients. During discussions, I have adapted communication styles and used tact to review Income and Expenditure reports, investigate variances from budgets as well as account adjustments.

As reflected in my work experience and academic achievements, I am proficient in completing quarterly forecasts, financial statements, analysing variances in a comprehensive manner (i.e., Pivot Tables, Vlookup) and manipulating and analysing large datasets using software such as Python and MySQL. My technical skills also include but are not limited to, providing quality auditable data in compliance with IFRS standards, saving files according to its guidelines and paying statutory tax on behalf of clients, knowledge and skills I acquired after I sat and passed my professional accountancy qualification; Institute of Chartered Accountants, Ghana, a qualification recognised by the Institute of Chartered Accountants England and Wales (ICAEW). The desire to further improve and better myself professionally has urged me to complete the ACCA qualification as well.

Furthermore, in my role as a Finance Assistant at Issifu Ali & Co. Chartered Accountants, I performed similar duties to those outlined in this job description. To illustrate, I managed two big retail and distribution firms. Notable tasks included overseeing and reviewing business processes and recommending better controls, as appropriate. This translated into duties which required periodic debtors and suppliers accounts, inventory, sales, bank and cash reconciliations. My role was an integral part of the firm's specialist accountancy services. With the businesses allocated to me, I demonstrated diligence in reviewing areas where they were not being resourceful in waste management or not meeting sales targets. I offered creative solutions such as cost-cutting or performance related incentives which enabled the businesses to achieve and in some cases, outperform targets.

Past job roles and the nature of my academic background have given me invaluable experience in balancing complex and competing priorities, whilst simultaneously maintaining meticulous attention to detail. During my employment with Issifu Ali & Co. Chartered Accountants, as a Finance Assistant, the demands of my tasks and responsibilities enabled me to adopt a working style which maintained the fine balance between managing deadlines and managing myself.

To ensure multistage projects remained on track, I often planned and developed realistic and manageable timescales for both tasks with fixed deadlines and those with no agreed end points. To demonstrate, I maintained clear and transparent communication with team members and stakeholders about responsibilities and targets, particularly at month end periods, as well as budgeting and forecast seasons.

To ensure efficiency and accuracy, I carried out my analysis and ledger checks ahead of the ledgers opening for the month end period. This allowed me to prepare accruals, prepayments and deferral journals ahead of the company's accounting system opening for postings. It is worth mentioning, with only 5 working days to post journals and make any adjustments, this approach and foresight provided a degree of flexibility to post journals and carry out further analysis to ensure any necessary adjustments/corrections were made before the period closed.

In my view, effective communication is paramount in encouraging a smooth flow of work. In instances where priorities have conflicted, I have collaborated with management to set expectations at the organisational level. This promoted the firm's reputation and avoided the financial implications associated with delays and penalty clauses in contracts.

I believe my work experience and education have encouraged me to refine my writing technique, research and analytical skills and embed strategic insight into professional performance. These are core qualities which enable me to work efficiently and meet deadlines.

To this role as a Finance Business Partner Officer at the Department of Education, I can offer my experiences, skills and personal qualities. These include exercising due diligence and precision in producing accurate and reliable information, particularly when datasets inform decision making and outcomes and which may further promote the integrity and stability of one of the department.

## Behaviours

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### Managing a Quality Service

In my role as finance assistant at Issifu Ali & Co Chartered, I was tasked with the management of two distributing firms. For the purpose of this demonstration, I will focus on just one of the companies. The problem I identified was a company that was making huge daily sales yet the company was failing. This was a company that the director had to secure loan facility from the bank 3-4 a year just to sustain the business. My task was to cut down the number of times the business had to secure loans and make it self-sufficient. I started by implementing simple but relevant structures and control measures such as regular warehouse audits, proper purchasing and sales procedures, regular reconciliations: supplier and debtors reconciliation as well as bank. In the first week of bank reconciliations, I found out the bank had omitted one-third of our weekly sales and failed to credited us. I reached out to them and they acknowledged the mistake which they corrected right away. In the subsequent weeks and months, I had uncovered commissions that were due us from our suppliers but were never paid or in some instances underpaid. I followed up with cases and rectified all the discrepancies in order to have an accurate and a better picture of how well the business doing. At the time I was leaving my role to pursue my masters in the UK, I had reduced the number of times the business contracted loans to once a year.

### Delivering at Pace

It is worth highlighting an occasion involving an audit review in the business. Auditors requested the production of an aged debtors and creditors statement and transaction listing that reconciled back to the closing balance on the requested statements. However, an account adjustment had to be made due to an error of commission during the initial entry of an invoice in the ledger. The requested information had to be provided to Auditors before the close of the business the following day, notably only a day after the initial request. Although there were constraints on my time due to relying on other teams (such as the payments team) to provide a copy of the invoice which related to the transaction in question, I was proactive in preparing the adjustment journal ahead of time, carrying out further analysis to ensure there were no further errors and completing sections of the aged debtors and creditors statements, whilst waiting for the correction to be made. Following the copy of the invoice being provided, a journal was completed to reverse the original entry and a new entry was made with the correct details and amount. I proceeded to finalise the reports and refresh the transaction listing to ensure the changes were reflected, prior to requesting a review by my line manager. These processes ensured the reliability and timeliness of the final data provided and the importance of it meeting financial standards

### Working Together

A typical situation where this behaviour was demonstrated will be when I was pursuing my just completed masters degree. In one assignment of the courses we had, Global risk and derivatives, we were asked as a group to use a virtual trading application software to trading stocks, futures and commodities of which each group was giving £100,000. In my team, I made sure that all group members were engaged and contributed according to their strengths. We first set the parameters for each stock, commodity or futures we will buy, how we were going to trade, how much risk we can take as a group and at what point we will decide to short these stocks and commodities to save ourselves from making losses. When these parameters were set, each member was giving the room to trade whatever stock or commodity he deemed fit but first justifying why we should buy. Tasks ranging from monitoring of stock indexes, attentiveness to live news and its impact on stock, report writing and trading were divided amongst ourselves. At the end of the project, my group came up on top with the highest mark and it was as a result of that mark we had in the project that pushed me to get a personal high mark of 94 in the final grade for that course.

## Preferences

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<b>Your first choice of work location</b>	Sheffield
<b>Your second choice of work location (optional)</b>	Coventry

## Role specific questions

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Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

NO

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

NO

## **Declaration**

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I agree to the terms of the declaration above



## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	No
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Are you a veteran of the British armed forces with a minimum of one year's service?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

10 out of 13 exams complete for ACCA with paid exemptions. With only three strategic level exams remaining to become fully qualified. Over three years' experience working in the field of finance and accounting. Aim is to complete the remaining exams in the short term future.

## Your CV

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### Employment History

Crampton and Moore March 2022 – Present  
Trainee Management Accountant

- Completing the trial balance and creating the statement of profit and loss, whilst also apportioning rebates across stores.
- Budgeting and Forecasting
- Balancing intercompany accounts.



- Creating monthly management schedules to be used in the creation of management accounts.
- Creating prepayments and accruals.
- Inventory management and stock invoicing by matching delivery note POs with invoices.
- Monitoring, managing, and carrying out the essential balance sheet controls for use in management accounts.
- Daily reconciling of the working sheets in preparation of the month end balance sheet controls.
- Weekly payments and management of the payment schedule
- Journalling between nominals to assist the accounts' function.
- Ratio analysis on the financial statements and management reports.
- Business analysis providing insight and ideas to management about all aspects of the company and things that need to be implemented.
- Purchase and sales ledger maintenance by putting on new stock and invoices, whilst creating new sales orders and monitoring incoming monies.

Unitas Wholesale June 2020 - February 2022  
Management Accounts Assistants

- Assisting with management accounts up to £70m turnover, providing reconciliations.
- Making weekly payments of up to £4m to over 160 member UK and Irish wholesalers.
- Assisting external auditors.
- Reconciling various data sets over 20,000 lines.
- Posting remittances and payments.
- Raising invoices of up to a £1m for suppliers.
- Dealing with member and supplier queries.
- Creating member centric reports through Microsoft Power BI.
- Use of macros to make work efficient and time effective.
- Use of the VBA system to automate correspondence.

Altman Smith & Co Accountants August 2018 - January 2019  
Semi Senior Accountant

- Statutory Accounts for Limited Companies up to (£1 Million Turnover) including Sole Traders and Charities.
- Use of various accounting standards including FRS 105 and UKGAAP.
- Using Iris Accounts Production and Corporate Tax Software.
- Calculating Corporation Tax.
- Planning and Completing Work to Deadlines.
- Following Firms Accounting Pack to Partner Review.
- Vat Returns to completion.
- Book Keeping to completion for various clients.
- Implementing new processes and working more efficiently.
- Assisting in with tax and other filing submissions.
- Familiar with company's house.
- Use of HMRC Agent Portal.

Sheffield Insulation Group (SIG) February 2018 - July 2018  
Sales Ledger Credit Control

- Raising Sales Invoices.
- Collecting Monies.
- Liaising with Customers.
- Reconciling Debtors.
- Credit Notes.
- Allocating receipts to invoices.
- Intercompany Accounts and Completing Contra Entry's.
- Dealing with a High volume of invoices.

#### **Previous skills and experience**

- Microsoft Navision
- Power BI
- Reference Point
- Iris Accounts Production and Tax Software.
- Quickbooks

- Completing an Accounts Pack for Partner to review
- Outstanding Knowledge of Microsoft Excel including (Data analysis, Pivot tables, CSV file imports, Macros).
- Client Fronting brilliant interpersonal skills.
- Knowledge of Sage Line 50.
- Preparing Accounts based on incomplete Records.
- The ability to think logically and to work accurately and quickly.
- Hardworking, eager to learn and continuously improving.

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
Degree		Accounting & Finance	

I have removed personal details that could identify me

## Personal statement

### Personal statement

Financial controls and financial management

Experience working in the field of finance for almost 4 years across 4 different roles both in industry and practice. With differing levels of seniority giving me a good understanding of financial practices and processes.

Collaborating and Communicating

As a trainee management accountant, I needed to learn all functions in finance. I liaised with the buying team to log purchases and account for new stock. Communicated with the customer service team to process refunds and monitor claims and discussing the cash flow with the managing director. I communicated with the buying team, to understand how they logged their orders onto the system and how we could identify changes. I consulted with our partner company for whom I completed intercompany accounts. I contacted them to request information that was needed and created a sheet with common transactions on with the percentage split that would be used to input invoices onto our system. This created efficiencies. The finance team were not holding meetings, I persuaded the manager to hold meetings where to discuss the finance functions and wider staff wellbeing. I was able to influence the team and contribute to staff recruitment. I was able to build strong working relations, I implemented SharePoint where we could share information digitally and effectively. Efficiencies were made through working simultaneously.

Managing Money and financial governance processes;

Since I have previously worked in a contact centre and as a credit controller, I have got previous experience adhering and complying to these regulations daily. This included me ensuring that I was only in access, of my computer, that I didn't write down sensitive information such as national insurance numbers and card numbers. Also repeating confidential information was not permissible in our field of work. Furthermore having worked making payments in my previous two roles with values in the millions I have created good working practices and procedures.

Strong organisational skills, system improvements and Microsoft Excel

As an assistant, I made rebate payments to our members. Payments were made unsystematically when members contacted the company enquiring about their money. I requested we hold meetings to discuss the process and identify improvements, so I invited senior members of the finance and trading teams together. I gathered information and suggested that we develop further reports one on forecasting and the other summarising earning year-on-year. I improved these processes making them leaner by using excel mechanics such as VBA, macros, Vlookups and Jet. I was able to speed up the overrider process to reduce the time needed to conduct the work. The result of this was that we made 52 payments in the year to members, which was a company record. In addition, I regularly use complex formula such as SUMIF and pivot tables to summarise and analyse data for reports. Although initially I faced scepticism, I explained the benefits of this new spreadsheet and held Excel training sessions with the team. The file was brought up at our trade show. I also regularly use Microsoft Powerpoint to present data and have experience of using SAGE, Microsoft Navision, Power BI, Reference Point, Iris, Kerridge and Quicklooks.

Ability to work to tight deadlines under pressure and manage competing priorities;

As a trainee management accountant, we had monthly cut off periods for both our ledgers. This was the time for me to check the bank accounts and ensure that all monies were allocated before close of play. This meant that I would check the bank accounts multiple times during the day and make the relevant phone calls to request remittances. At the same time, I had to ensure that all month end payments were made by BACS for 4pm or Faster Pay on the day the supplier was to receive the payment. I met the FD ensure that all rebate claims had been accounted for and to discuss whether we needed to boost sales as we had more stock than anticipated. I balanced priorities, by creating prompts in my calendar and restructured my day to prioritise tasks in order of importance and adapted my ways of working. It also made reconciliations efficient. This meant we could pull off the necessary reports which would be used to complete the management schedules to check against management accounts.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

Whilst as a Finance Assistant, there was an increase in transport expenses. It was an area of concern as it made up 20% of the budget. I consulted with the finance team to discuss this growth and there was no clear indicator for the increase, as the number of projects did not correlate with spending amounts.

With the consultation, I noticed that the finance team were not receiving information from the system, to identify the issue. Reasons for this were that information was complex and not being recorded, the system did not recognize any new project incomings.

To resolve the issue, I created spreadsheets, which outlined new projects and incomes generated from these. I also identified that the information was scattered and hard to read. I added narratives, one to show travel revenue and put a system in place to incorporate new projects quickly, which removed backlog.

After this process, results drawn up showed that methods of travel were higher compared to past months. When discussing this with the board, we realised expensive transport had been used and unnecessary travel had been taken where alternatives may have been used.

I was also able to notice business car expenses being claimed by staff for personal uses, which had heavily affected the budget. Therefore, along with management we had put a cap in place, to prevent excessive expenditure.

The finance team agreed that these recommendations and the outcomes would add value, implementing these parameters meant that travel expenditure met its budget.

### **Delivering at Pace**

Working as a Finance Assistant, Project timelines were given a 2-month default deadline, regardless of size and scale. The effect of this were that projects were rejected due to constraints. After liaising with my line manager, there was a general idea that this was required and analysis of projects had not been completed.

Following an in-depth discussion, I noticed that the business had an automated deadline to ensure there would be no shortfalls. These were not being evaluated and consultations were not taking place.

To resolve the issue of possible late deadlines being issued. I accessed historical business projects and carried out an evaluation of these and how efficient the business was in completing these. I then created spreadsheets, outlining two parameters to offset each other, hours worked against project work completed.

After these had been updated. I noticed inefficiency over two years of data, hours worked produced less work. I arranged a meeting with the team, presented these findings. I proposed alternatives ways of working, flexible options and compressing hours for staff members.

Also, after comparing with competitors. I identified that we could enjoy more success, by offering stricter deadlines. I decided to halve the deadlines and organise workloads and also assess progress weekly.

My line manager commended the processes put in place and suggested that continued success would mean recruitment would have to be carried out due to the new efficiencies and objectives being met.

### **Working Together**

As a volunteer for our local cricket club and an upcoming sports academy. I am the lead coach and manage junior coaches, as a group we coach 130 children. I identified a problem; attendees were not learning new skills at sessions. Collectively as a group we brainstormed ideas for our self-development, we enrolled on an ECB coaching course and achieved our level 2. With this experience we created coaching

tools and parameters to review the children. After each session, we met to review our strengths and weaknesses. We managed to start two junior teams for the club as result of improving cricketers.

## Preferences

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Your first choice of work location      Sheffield

## Role specific questions

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Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.

No

Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.

No

## Declaration

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I agree to the terms of the declaration above

## Eligibility

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<b>Employment Status</b>	Employment Status
<b>Do you meet the nationality requirements for this post?</b>	Yes
<b>Will you have the right to remain and take up work in the UK before employment commences?</b>	Yes

## Personal information

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<b>First name</b>	Restricted Data
<b>Surname</b>	Restricted Data
<b>Preferred first name (optional)</b>	Restricted Data
<b>Preferred contact number</b>	Restricted Data
<b>Secondary number (optional)</b>	Restricted Data
<b>Email address</b>	Restricted Data
<b>Do you feel that you meet the minimum job criteria and would like to apply under the Disability Confident Scheme (DCS)?</b>	Yes
<b>Will you require a reasonable adjustment during the interview or assessment stages? If you answer yes, the recruitment team will get a notification that you need support and will try to arrange it for you.</b>	Restricted Data
<b>Do you believe that you are eligible, and wish to apply using the Redeployment Interview Scheme?</b>	No

## Desirable experience and skills

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<b>Do you have the relevant experience and skills as outlined above?</b>	Yes
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**Provide details of how you meet the experience and skills outlined above (max 250 words)**

Within my current role as a finance officer I am constantly learning and putting myself forward for new types of work and tasks. I have demonstrated my commitment to pursue a career in accounts and finance by enrolling on the AAT course to complete a finance qualification. Working within civil service I am used to cross departmental finance management and therefore I have a good understanding of budgeting and cross charging between service areas. I work closely with colleagues in other divisions such as Capital, ESFA to ensure financial commitments are met which assist with the analysis process which in turn helps to drive improved purchase planning, rate negotiations, and cash flow forecasting. Accounts receivable spending trend by customer reports are often used in conjunction with AR dashboards, cash flow reports, trended balance sheets, budget and forecast input forms. Accounts receivable measures the money that customers owe to a business for goods or services already provided. I am always analysing the organisations accounts which helps gain a better sense of a company's overall financial stability and liquidity. This in turn helps with forecasting and planning within the financial services of the team.

## Your CV

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### Employment History

Nov 2022 – Present - Executive Officer Accounts receivable – Department for Education

Jul 2019 – Nov 2022 - Credit Controller / Sales Ledger - Forresters LLP IP

Mar 2019 – Jul 2019 - Credit Controller – Baldwins Accountants

Mar 2016 – Feb 2019 - Senior Credit Controller – Kennet Equipment Leasing

Mar 2012 – Feb 2016 - Commercial Recoveries Executive – HL Solicitors

Apr 2009 – Dec 2011 - Income Housing Officer – Birmingham City Council

### Previous skills and experience

Department for Education

Accounts Payable:

- Support the team in the delivery of accurate and timely payments to providers and commercial suppliers
- Validate and process high volumes of purchase invoices accurately to tight deadlines
- Perform daily payment runs and reconciliations
- Handle and resolve queries from customers (both internal and external) in a timely manner, adhering to high customer service standards
- Operate processes and systems consistently and diligently

Financial Systems Support:

- Provide support to the Department's finance systems and finance systems users via the Service Portal Incident and Request Management Process
- Maintain the Department's finance systems to ensure appropriate user access, accurate accounting, and accurate payments
- Provide support to the finance system helpdesk colleagues, with some support required to complete project delivery

Accounts Receivable and Treasury:

- Assist in reviewing bank balances and performing bank reconciliations
- Invoice generation
- Assist in the prompt recovery of outstanding debt and receivables, in line with the Department's Debt Management policy
- Support the Department's internal Cash Management function

Forresters LLP IP

- Managing sales ledger in multiple currencies & foreign entities and ensuring appropriate VAT applied to each customer invoice
- Daily bank reconciliation and maintenance of the organisation cash flow forecast
- Liaison with other colleagues to ensure that anomalies are investigated/queries dealt with in a timely manner
- Providing cover for Accounts Assistant and Purchase Ledger Clerk, This includes processing supplier invoices, GL coding, payment run and uploading direct debit Bacs report using PTX systems.
- Assist the month end reporting and nominal reconciliations and highlight and resolve any discrepancies to financial controller, explain the errors and make adjusting journal entries.
- Manages weekly age debtor reports for partners and directors to view movement on the ledger, ensuring accuracy and attention to detail
- Analysing payment patterns, identifying trends and changes to ensure customers debt exposure remains in line, whilst maintaining accurate records of all chasing activity
- Overseeing payment queries, invoice queries, existing payment arrangements, delivering excellent customer service and demonstrating strong communication skills

Baldwins Accountants

- Plays a key role responsible for managing all outstanding debtor for acquisitions taken over in Scotland with a value of up to £2m, ensuring monthly processing deadlines are achieved
- Effectively organising activities, building processes and developing efficient ways of working whilst sharing best practice with the team
- Responsible for ensuring payments due are made in a timely manner through tracking progress, managing collections, and performing RAP reviews

- Coordinates with multidisciplinary teams, Offices and Partners to efficiently resolve issues whilst allocating payments via open Accounts
- Facilitates communications through organising monthly debtor meetings as well as running monthly statements and letters
- Actively proposes to write off for irrecoverable receivables as well as providing Ad-hoc reporting as and when required

#### Kennet Equipment Leasing

- Provided key support and guidance whilst also managing Own Book & Broker finance total book value of approx. £35m
- Oversaw the credit control department with up to 6 staff, managing and maximising performance
- Effectively delivered key training to develop the workforce within; FCA regulations & implications, client communication and correspondence within FCA parameters as well as GDPR compliance
- Led by example, consistently achieving monthly KPI's, maintaining total arrears under 15% of an average £2m new own book business
- Successfully introduced a new tracking system enabling enhanced accuracy and efficient tracking of clients
- Reviewed current processes related to stored assets and sourced an auction company to reduced costs whilst also generating further costs savings through reduced reliance on solicitors
- Effectively managed own caseload of administration which encompassed; voluntary liquidation, personal insolvency cases and liaising with large organisations including; DHL, Nestle, G4S and The Crown Estate
- Ensuring accuracy though reviewing all invoices prior to submission to clients and held responsible for issuing county court claims using money claim website
- Coordinated and liaised with diverse internal key stakeholders and external parties including; Agents, Insurers, Repossessing agencies and Solicitors
- Prepared month end reports for all sales teams to access, ensuring accuracy and attention to detail

Type of qualification (optional)	Other qualification (optional)	Subject (optional)	Grade (optional)
GCSE/O Level			C
GCSE/O Level			C
GCSE/O Level			C
BTEC			MM
Other			Pass

I have removed personal details that could identify me

## Personal statement

### Personal statement

Within my current role as a finance officer I am constantly learning and putting myself forward for new types of work and task. I have demonstrated my commitment to pursue a career in accounts and finance by enrolling on the AAT course to complete a finance qualification.

Working within civil service I am used to cross departmental finance management and therefore I have a good understanding of budgeting and cross charging between service areas. Over the years I developed strong stakeholder relationships which have allowed me to successfully manage finances for other areas within the Department for Education based on their timings and requirements. Furthermore, as guidance, law, policy changes based on ministerial decisions, I ensure when completing any piece of work, I review all the latest information available internally to ensure my actions are in line with government policies.

I am a confident at queries that are complex than just chasing outstanding payments. To deliver a positive outcome, I utilise my strong, positive, engaging communication skills whether this is orally or writing I am able to adapt my communication styles and methods dependant on the audience to achieve the best result.

I am an excellent negotiator and having the ability to strike a rapport with even the toughest of stakeholders, this is a key skill and natural ability that I possess which I developed over many years as a credit controller within civil service and the private sector. Being multilingual and being able to speak to a variety of people in varying moods is one of the skills needed to succeed in credit control. The ability to speak to clients and stakeholders about matters such as finance and accounting, arrears and debts and still able to arrive at a mutually beneficial conclusion takes confidence in my own ability, coupled with my persistence to get past obstacles, and achieve the goal I work towards. I can navigate through difficult conversations, answering complex queries and assessing risk as part of the day-to-day job of a credit controller.



I engage with a wide range of stakeholders to obtain correct general ledger codes or establishment codes which is required to ensure accurate accounting. This allows high quality and accurate performance reporting which I prepare for my manager. My method has improved productivity by 50% as there is more transparency on outstanding work and types of complexity associated with each case. I believe stakeholder engagement and relationships is key to service delivery and I ensure. I am always open to feedback on process or change in strategy when discussing data and reports to see whether it matches with my findings or whether my analysis may provide an alternative perspective to the discussion.

I believe understanding stakeholder requirements and demands is also important to ensure that their needs are always factored in when working towards my goals. These relationships also play a fundamental role in negotiating solutions and agreements with stakeholders so that this organisation needs, and demands are always on the forefront of what I do. Having those lasting relationships assists in getting the job done first time with a good outcome. I can work with senior level partners and those at managerial level, always adapting my approach and requirements to suit the client in question.

As a finance officer I play a key role within the accounting process, always striving for improvement initiatives, I utilise strong operational and financial reporting tools available to me to attain the most efficient and accurate results. Customer template used enables me to ensure my work is consistent and adheres to DFE standards for quality, this method allows me to support the team in ensuring the accounting teams experience near real time receivables trend analysis by month and by customer that help drive faster and better decisions.

I work closely with colleagues in other divisions such as Capital, ESFA to ensure financial commitments are met which assist with the analysis process which in turn helps to drive improved purchase planning, rate negotiations, and cash flow forecasting. Accounts receivable spending trend by customer reports are often used in conjunction with AR dashboards, cash flow reports, trended balance sheets, budget and forecast input forms. Accounts receivable measures the money that customers owe to a business for goods or services already provided. I am always analysing the organisations accounts which helps gain a better sense of a company's overall financial stability and liquidity. This in terms helps with forecasting and planning within the financial services of the team.

**I have removed personal details that could identify me**

## **Behaviours**

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### **Managing a Quality Service**

As a finance officer my role entails raising invoices which is uploaded to the financial systems known as Business Central. I identified that not all data migrated correctly. I took ownership to research and develop a suitable tool to identify all the discrepancies. I created an excel spread sheet to identify and resolve all discrepancies of the data which did not upload on to the system.

The excel spread sheet logged individual accounts that were held with Business Central. Attention of details was key in this role as I had to ensure all data from the sales requisition was mirroring on BC. This report required VLOOKUP up and pivot table. I contacted my manager to confirm and approve of the log before being implemented by our team. Service users encountered errors with the excel spreadsheet. I was unable to identify the issue and consulted with our IT experts. I successfully resolved the issue with the file path resulting in correct data input by the service users, I reviewed this daily with service users to provide feedback on any issues

I discussed prioritising the development of the template to establish a seamless process with IT and other users this allowed me to successfully identify and resolve issues resulting from file structure and formatting during uploading of test templates. My actions allowed staff to complete work efficiently As a result, it reduced the number of invoices left unprocessed thus ensuring continuous delivery of high-quality service.

### **Delivering at Pace**

My role as a finance officer required me to ensure that all bacs payment transferred to other government department (OGD) are made in a timely and accurate manner whilst carrying out my daily responsibilities

The OGD payment are to be processed on our banking system and sent for approval by 14:00 these payment are for substantial amount and have reconciling documentation that needs to be thoroughly reviewed to ensure there is no room for error or discrepancy. Furthermore my duties included raising sales invoices which has a SLA of 2 days, each sales requisition may have up to 200 invoices to raise, part this process will mean i have to check all evidences provided for each an every invoice before



processing this to be raised.

To ensure I meet the deadlines I prioritise my work and complete each specific task within a timescale and regular monitor own work. In the event of surpassing deadlines, I delegated work to my junior colleague to complete the review of evidence provided for the invoices. This enabled me to act promptly to reassess conflicting demands and priorities manage my OGD payments for the day. additional to secure deadlines I will come into work early and leave late if necessary.

#### **Working Together**

On the Treasury team we occasionally receive payments that we are unable to identify. The payments are held within a suspense account and only removed once we can identify reasons for payment. I had volunteered to offer help and support to assist our Cash/ treasury team to help Identify the payments coming into our accounts,

I held weekly meetings with my team whereby discussions were made on individual transactions this would enable us to have a common focus. Collectively we would investigate the payments and collaborated with different finance departments (stakeholders) within DfE via email financial management, accounts payable establishing a professional relationship, calls and preparing online Teams meetings. As a result, key information would be shared across the team. We communicated effectively and built a positive relationship where I made myself approachable to allow colleagues to raise any concerns and ask and questions,

Over a period, this has allowed me collectively work within a team to manage and improve the process with unallocated cash and keep the suspense balance at a minimum. This collaboration also led to a common focus and a genuine positive team spirit.

#### **Preferences**

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<b>Your first choice of work location</b>	Coventry
<b>Your second choice of work location (optional)</b>	Sheffield

#### **Role specific questions**

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**Since 2010, have you successfully completed an apprenticeship? (You only need to answer yes or no to this question). Your response to this question will not affect your application.**

No

**Are you applying as a Jobshare (Yes/No)? If so, please provide the candidate ID for your Jobshare partner.**

No

#### **Declaration**

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I agree to the terms of the declaration above