

Invoice Processing Co-ordinator – Job profile

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- **Purpose:** Oversees the entire invoice processing cycle, from receipt up to payment, ensuring accuracy, efficiency, and compliance. Whilst managing a team, providing leadership, training, and support to achieve processing goals.
- **Reporting:** Reporting to Purchase to Pay Manager and responsible for 4 Invoice Processors
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills:** Advanced Excel, People Management, Effective communicator, Ability to prioritise, problem solve and role model leadership behaviors, Attention to detail
- **Desired Experience:** Leadership experience within a Purchase to Pay department, Experience of file processing and Interfaces
- **Qualifications:** AAT Level 2 or higher desired

We make a *difference* to Members & customers

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| • Management and facilitation of the invoice payments on behalf of Central Coop Funeral Plans LTD. | ✓ | Regulated FPL Certification. |
| • Build and maintain relationships with internal and external stakeholders, actively resolving queries and escalating when required. | ✓ | Stakeholder Management. |
| • Support internal and external audits – providing data and completing actions within agreed timescales | ✓ | Clean Audit. |
| • Manage the teams period end activities and complete balance sheet reconciliations ensuring they are accurate, and all actions are completed within agreed timeframes. | ✓ | Clear and accurate accounting. |
| • Review, approve and manage the set up of Customers and Suppliers, ensuring they are accurate, complete and compliant with Society policies. | ✓ | Compliance. |

We're *better* every day

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| • Invoice management, review, approve, and manage the processing of invoices, ensuring they are accurate, paid within the agreed payment terms and are compliant with Society policies. | ✓ | Site Compliance. |
| • Ensure processes and standard operating procedures are up to date, colleagues are trained, and controls are met. | ✓ | Controls framework. |
| • Prepare and analyse reports on invoice processing metrics, identifying areas for improvement. | ✓ | Deliver against Service Levels and targets. |
| • Identify and implement continuous improvement initiatives to invoice processing workflows, aiming for efficiency and accuracy. | ✓ | Continuous Improvement. |
| • Provide training, guidance, and ongoing performance feedback to team members. | ✓ | Engagement; Lets Listen participation and Let's talk completion. |

We're a *caring* community

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| • Build connections in your local community and guide colleagues on how they can get involved in community activities | ✓ | Community Volunteering. |
| • Support the Onboarding Team and other areas of the Society with work experience colleagues and supporting local Schools and Colleges. | ✓ | Supporting young people. |

We work together with *purpose*

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| • Lead and develop the invoice processing team, set clear objectives ensuring high performance and motivation whilst maintaining high standards of accuracy and productivity. | ✓ | High Performing team. |
| • Support the Purchase to Pay Manager and the Senior Shared Service & Compliance Manager in leading your team, supporting with ad hoc tasks, facilitating problem solve sessions, decision making, and prioritising the team's work loads and responsibilities. | ✓ | Productivity and delivery. |
| • Demonstrate collaborative working across the Shared Service Leadership team, ensuring all management tasks are covered. | ✓ | Collaborative working. |
| • Support the delivery of the Finance Tech roadmap acting as a subject matter expert for Invoice Processing, ensuring projects are delivered within the agreed timescales, ensuring colleagues are engaged, trained and communicated too. | ✓ | Technology to support delivery of task. |