

WE ARE HIRING

JOB ROLE

OPERATIONS/FINANCE ADMINISTRATOR

COMPANY OVERVIEW

Courtney Thorne is the UK's pioneer of nurse call systems, products, and software for hospitals & care homes.

Since 1968, our family business has been trusted by the country's leading healthcare providers, healthcare trusts, hospitals and care home operators to deliver dependable 24/7 nurse call systems that make life better for patients and residents and for those charged with caring for them.



HONESTY



INTEGRITY



PASSION



FUN



INNOVATION



ACCOUNTABILITY

ROLE OVERVIEW

This newly created role has arisen as a result of continued growth across the Service and Finance departments. The position will provide administrative support across multiple business functions, including coordinating service visits, assisting the management team with presentations and reporting, and handling customer service enquiries.

Many of these responsibilities are currently shared across existing team members; however, ongoing business growth and internal promotions have highlighted the need for a dedicated administrator to support operational efficiency and help the company achieve its future targets.

In this role, you will work closely with the Accounts Administrator to support daily financial operations. Your responsibilities will span processing invoices and customer payments, as well as establishing and managing Direct Debits. You will also take a proactive approach to handling telephone-based credit control and debt collection, while accurately inputting and maintaining sensitive customer credit card information within our ERP system.

In addition, the role will involve reviewing and improving internal procedures. The successful candidate will play a key role in developing new processes, updating existing documentation, and improving the flow of information across departments. This will help streamline the journey from sales through to invoicing, supporting greater operational efficiency across the business.



ROLE AND RESPONSIBILITIES

- Providing administrative support to the Operations Managers and finance team from a Finance perspective
- Carry out credit checks, approving quotations, checking accounts have been set up correctly
- Checking all the relevant paperwork (signed T&C's) is correct
- Booking in the services for the maintenance contracts
- Assisting with management reports to present at meetings, good knowledge of excel and Powerpoint is a must
- Helping to resolve customer disputes/queries from both a finance and customer servicing perspective
- Reviewing all company credit cards and inputting the data onto the system
- Setting up new direct debit payments and processing the daily receipts from Gocardless
- Reducing debtor days overdue
- Ensuring the team adhere to credit and collections procedures
- Liaising with the invoice department, ensuring invoices and credit notes are issued in a timely manner
- Posting and allocating funds to the correct account and invoices
- Issuing Statements on a weekly basis
- Provide office admin support to the management team
- Assist the Sales team with inbound telephone calls, emails, and online enquiries

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Skilled with MS office (Word, Excel, Power Point)
- Skilled in the use of Google Mail, Google Drive, Google Calendar
- Excellent written and verbal English Language
- GCSE or above qualifications in English Language and Mathematics

PREFERRED SKILLS

- Very confident telephone manner with both customers and colleagues
- Positive customer service attitude
- Excellent organisational skills
- Experience with setting and working to budgets and deadlines
- Can work independently but also as a valued member of the team
- Experience with an ERP System – Ideally Odoo, but not essential
- Excellent communications skills – the role will be heavily telephone based
- High attention to detail
- Problem solving
- Team player
- Negotiator – good business judgement
- Happy to get stuck in to support the team

ADDITIONAL NOTES

- Experience in a technical and or communications sector whilst not essential will be advantageous
- Experience in a manufacturing environment whilst not essential will be advantageous



WORKING HOURS

Permanent, Full-time

Monday – Friday, 08:30 – 16:30

WORK LOCATION

Bournemouth Head Office

SALARY

£26k

BENEFITS

- Full training given with ongoing support
- Family structured organisation
- 25 days holiday per annum, plus Public Bank Holidays
- Personal Pension plan up to 5% of the pension contributions
- Company social events
- Occupational sick pay
- Bike to work scheme (up to £1200 loan)
- Flu vaccination
- Long Service Awards

TO APPLY

Please send your CV and covering letter to
Helen Freeman at hfreeman@c-t.co.uk

Courtney Thorne is committed to Equality
of Opportunity, Diversity and Inclusion



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