

# Samworth Brothers

QUALITY FOODS



ROLE PROFILE			
Job title	Accounts Receivable Associate	Date	July 2025
Business	Finance Shared Service Centre		
Department	Accounts Receivable		
Location	Callington, Cornwall		
ROLE SUMMARY			
Effective communication and good organisation skills are key in this role. This is a fast-paced environment, and you will need to be able to embrace change as we automate processes and improve efficiencies. The role consists of reviewing Aged Debtors and allocating cash daily. You will also need to: monitor customer/business portals and action any disputed invoices, Follow site claims process and raise credits once approval gained, Ensure prompt payment is gained from your customers AND monitor for any changes to payment patterns.			
REPORTING STRUCTURE			
Reports to	Accounts Receivable Team Lead		
Direct & indirect reports			
Key internal stakeholders	FSSC Teams, Finance Directors, Line Managers, IT System Support Team		
Key external stakeholders	HMRC, Auditors, Customers		
KEY ACCOUNTABILITIES AND RESPONSIBILITIES			
<ul style="list-style-type: none"><li>• Ensure customer orders are received and processed on the system in a timely manner.</li><li>• Identify IT issues, communicate to team and IT and monitor and chase for a resolution.</li><li>• Maintain/set up product and price files where needed. Ensure pricing is correct prior to invoicing customers.</li><li>• Meet cash &amp; debtor day targets set by the Accounts Receivable Team Lead</li><li>• Chase overdue invoices by telephone, email &amp; letter within agreed timescales</li><li>• Maintain accurate records of all chasing activity</li><li>• Regular meetings with Site to ensure all relevant debts are managed as necessary</li><li>• Identify changes in payment patterns and propose action to avert indebtedness</li><li>• Ensure that all transactions are compliant with HMRC regulations</li><li>• Handle disputed invoices and negotiate to bring payment within the agreed terms</li><li>• Provide accurate advice on billing queries</li><li>• Respond promptly and completely to both client and internal enquiries</li><li>• Providing ad-hoc reporting as and when requested</li><li>• Generate sales invoices and post to ledger</li><li>• Post payments to accounts and allocate as required</li><li>• Posts customer payments which are received electronically by recording cash and credit card transactions with the system</li><li>• Posts revenues by verifying and entering transactions in the cashbook and posting and matching them onto the system.</li><li>• Updates receivables by reviewing unpaid invoices on the Ageing report and chases any overdue debt from</li></ul>			

our customers <ul style="list-style-type: none"> <li>• Undertake account reconciliations as required</li> <li>• Ensure monthly processing deadlines are met as required</li> <li>• Send out monthly client statements/letters as may be agreed from time to time</li> <li>• Other duties as delegated from time to time by the Accounts Receivable Team Lead</li> </ul>	
QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE	
<ul style="list-style-type: none"> <li>• GSCE/A Level's</li> <li>• Previous experience of working within a Finance team (desirable)</li> <li>• Computer literate, including Microsoft Word, Excel, PowerPoint, SharePoint, Outlook &amp; Office 365</li> </ul>	
CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS	
Competency	Descriptors
Values People	<i>Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.</i>
Customer Focus	<i>Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success</i>
Collaborative Team Working	<i>The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.</i>
Flexibility & Adaptability	<i>The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.</i>
Initiative & taking ownership	<i>Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.</i>