

Job Title:	Finance Controller	Post Ref	32
Reports to:	Managing Director	People Managed:	None at present. However, as the business and role evolves this may change in future.
Job Type:	Permanent	Salary:	TBA (depending on experience). Workplace pension scheme.
Location:	Flexible – Home based with at least 2 visits to the head office in Twickenham per month.	Benefits:	Reduced working week scheme in place so staff have minimum 20-25 days leave dependant on option to work 5 shorter days or 4 normal days per week, plus office closed during Christmas and leave increases per annum in line with contract terms. Other benefits and schemes are available to staff.

1 Summary of the role

Due to our continued growth and development of new solutions and markets we are expanding our internal management functions and have created a new and exciting post to play a key role in managing all our financial arrangements and in working closely with our Managing Director and other senior staff.

The role will be responsible for all aspects of financial management including year-end accounts and tax returns and continued compliance, research and development claims, staff payroll and expenses, monthly client invoicing and reporting, supplier and asset management and debit recovery.

We are looking for someone who has extensive experience and understanding in all aspects of accounting – and importantly someone who is truly proactive, a self-starter and loves the challenge of breaking new ground.

This is a new post, so the post-holder can propose and implement financial control, management and reporting arrangements they feel are appropriate for a company of Creatio's size and activity. In doing so there is scope to grow the remit and nature of the role and function within Creatio.



The role is home based with the expectation of regular meetings with the Managing Director (in person and remote) as agreed with the Managing Director upon commencing the role and amended as required depending on business needs.

We have a very open and constructive culture within Creatio and provide an environment where staff are empowered within their operational area and will be able to initiate and contribute to the development of new business solutions and approaches. Therefore, the successful candidate must have the ability to work independently and across teams, so initiative is important as well as the ability to constructively critique and challenge emerging concepts and take on-board similar feedback.

The successful candidate will work directly with our Managing Director on key financial reporting and management activities.

You must be organised, focussed, and have a track record of delivery and importantly someone who has the drive and ambition to develop this new role and this area of the business.

The end vision is that the post-holder evolves – depending on performance and ability - into leading on all financial arrangements at Creatio and playing a key role in shaping and managing the future of Creatio.

2 Who we are

Creatio is an exciting, energetic, fun, flexible and unique company and we will support you in your role and constructively challenge you, so you evolve further and enjoy coming to work (www.creatio.org.uk).

Our success as a company had been built around our amazing team who we value and support in a variety of ways as outlined in our Corporate Social Responsibility Policy – **one of which is we operate a reduced working week which sees staff able to work either four days a week or five shorter days.**

The environment we create for our staff coupled with our core values which are embedded in our staff's work, behaviours and attitude helps underpin the quality of our delivery. These values – which the successful candidate must share and reflect in their day-to-day activities at Creatio - are:

- Be the Best - We aim to be the best system on the market and continually strive to enhance our solutions and improve our products and services.
- Client Focussed - We put client needs at the front of everything we do. We aim to fully understand their business so we can work effectively with their teams to deliver real change and benefits.



- Looking for solutions – We have a positive ‘can-do’ attitude to solving problems and overcoming issues. There is rarely anything that is truly 'out of scope'.
- Have fun and enjoy - We make work as enjoyable and fun as we can and pride ourselves on having just the right mix of business and pleasure.

3 How to apply

If you are interested in the role and wish to be considered, then please submit your CV with a covering letter to info@creatio.org.uk by the close of play **Friday 3rd February 2023** outlining why you would like the job and why you believe you are suitable for the role; along with a summary of your current role and salary?

Note: The successful candidate must be prepared to undergo a Disclosure and Barring Service (DBS) check prior to taking up the role and provide two references – one of which is their current employer.



Key Responsibilities

Invoicing

- Manage Creatio's approach to invoicing across our various products and enhance or implement new arrangements where appropriate and agreed.
- Create, update, and maintain client profile records in Creatio's finance system (currently Xero).
- Reconcile client payments in Creatio's finance system
- Review clients' financial accounts and respond to client queries, including issuing credit notes and leading on enforcement action with our lawyers where appropriate.

Staff and Client Expense Management

- Manage all aspects of Creatio's internal staff expense process.
- Implement and maintain arrangements of efficient and effective travel and accommodation booking and tracking arrangements.
- Manage core travel, accommodation, event bookings where appropriate and agreed with the Managing Director.
- Invoice clients for expenses where appropriate.

Staff Payroll, Pension and Deductions

- Manage, produce, and issue staff payslips.
- Produce payroll reports for Managing Director for Tax, Insurance and Pensions.
- Inform HMRC and our Pension provider of changes to existing staff payrolls, staff onboarding and offboarding where appropriate.
- Understanding PAYE/NI reconciliations and ensure their accurate application into our financial arrangements.
- Deal with staff payroll and pensions queries with HMRC and our Pension provider as appropriate.

Inventory / Asset Procurement and Management

- Manage purchase arrangements across the company.
- Manage and maintain relevant ISO records.

Supplier Account Management

- Monitor supplier accounts and authorise payment where applicable.
- Report on supplier invoice discrepancies.
- Review and manage supplier contract set-ups, reviews, terminations, and extensions – including leading on sourcing/tendering for new suppliers where relevant.

Tax Returns and Year End Statement of Accounts

- Manage quarterly tax returns for Creatio with HMRC.
- Produce year end statements of accounts for Creatio, working with our external accounts accordingly.



- Implement and manage effective arrangements to track and claim Research and Development costs in line with HMRC arrangements.
- Manage all aspects of submissions to Creatio's Pension provider.
- Ensure Creatio complies with HMRC and Pension deadlines and submission requirements.

Legal

- Work with company Lawyers to recoup costs from non-payers.
- Work with the Managing Director to ensure adequate insurance policies are in place and renewed to reflect the growing nature of the business, our client base and income streams.
- Take forward various contract reviews and other legal activities with the Managing Director.
- Proactively monitor CPI, tax and legislative updates and present strategies to reflect as appropriate across Creatio's activities.

Finance Reports

- Proactively produce and ensure budgets, forecasts and management accounts accurately reflect business activity and variances and other issues are investigated, understood, and resolved or mitigated.
- Produce monthly reports of invoice and payment status and activity.
- Produce monthly profit and loss reports.
- Produce quarterly reports – including Research and Development related reports to inform business activity and end of year reporting.

Other responsibilities

- Actively contribute towards company objectives and reviews.
- Actively contribute to process improvement to provide efficient working arrangements by ensuring relevant policies and procedures related to this role are kept up to date.
- Assist with internal and external audits.
- Deal with external finance related enquiries and correspondence.



Key Experience/Skills

Experience/Skills

Essential experience/Skills

- AAT advanced Diploma in Accounting or equivalent.
- At least 2 years of accounting and administration experience.
- Proficiency in Excel and working knowledge of accounting software, such as Xero or equivalent.
- Excellent mathematics and problem-solving skills.
- Excellent communication; both oral and written and excellent interpersonal skills.
- Experience of management of client financial information details.
- Experience of payroll activities/management.
- Creating and sending invoices, statements of accounts, debit, and credit notes for clients.
- Ability of checking data input to ensure the accuracy of the final bill.
- Tracking payments and ensuring that the cash flow into Creatio is buoyant.
- Reporting on financial matters.
- Asset and inventory management to ensure effective end of year reporting.
- Recovering outstanding debts.
- Ability to file Tax returns and other HRMC/Pension submissions accurately and in compliance with requirements.
- The ability to handle customer queries calmly and professionally and see them through to resolution.
- Self-starter with a strong track record in showing drive, initiative and successful problem solving.
- Proven ability to work across multiple teams/activities at once, independently or as part of a team.
- Ability to consistently meet reasonable work-related deadlines/expectations.
- Excellent organisational skills and attention to detail.

Desirable but not essential

- Experience in initiating new procedures for billing.
- Experience with producing information for Research and Development claims.

Character & personal qualities

Essential

- A clear alignment with the company's values – reflecting these in your day-to-day work and approach.
- Customer focussed and committed to helping.
- Experience of working within a small team with proven, proactive experience of working on your own and leading an area of work with minimal supervision and in line with broad - strategic instructions.
- Ability to methodically work on multiple areas at once, without feeling overwhelmed.
- Desire to 'do it correctly' and not cut corners and when unsure to seek clarification and guidance.
- Highly motivated with a proactive and 'can do' attitude capable of meeting expected deliverables and timelines.
- An agile attitude to working, where your focus may regularly change to meet evolving requirements.
- Excellent inter-personal skills and confidence in expressing your views to colleagues and clients.

