

Role title	AP & AR Assistant
Reports to	Management Accountant
Working hours	Full time/permanent
Location	Inntravel, Near Castle Howard, York (hybrid working available)

Role Purpose:

This role has both an Accounts Payable and Accounts Receivable focus. The role is responsible for processing a high volume of transactions ensuring suppliers are paid within the required timeframe and with accurate accounting entries. Additionally, the role is responsible for daily reconciliation of incoming funds and resolution of failed customer transactions.

Responsibilities & Tasks:

Accounts Payable:

- Responsible for reconciliation and timely settlement of all rail provider accounts, ensuring all tickets are accounted for to ensure accuracy in the accounts package.
- Responsible for ensuring all refunds are claimed and received.
- Responsible for reconciliation and settlement of other travel providers for example car hire, ferry companies □ Work with AR & AP Ledger Controller and Management Accountant to identify and improve reconciliation processes.
- Feedback issues regarding accuracy of data to data team.
- Undertake regular refresher training on rail systems with Rail Specialists.
- Responsible for ensuring all Equals transactions are accurately coded and entered into SAP and where applicable, reconciled to the reservation system.

Accounts Receivable:

- Responsible for daily balancing of incoming funds, including creation of online bookings.
- Responsible for prompt, informative customer communication regarding failed transactions.
- Responsible for issuing of customer refunds via appropriate method, in line with company policy.
- Responsible for issuing payment reminders and following up on outstanding funds from customers.
- Ad-hoc booking adjustments on reservation system and SAP

Other:

- Ensure internal & external audit requests are dealt with in a timely manner.
- Ensure internal controls put in place are adhered to at all times and accounting treatments are in line with Migros accounting policy.
- Offer support and guidance to internal stakeholders to improve knowledge and processes elsewhere within the business.
- Other duties as they arise related to areas of responsibility and accountability.
- Share best practice across the group.

Role Scope:

Essential skills:

- Experience of Accounts Receivable and Accounts Payable processes and reconciliations.
- Experience of accounting packages and reporting tools, including excel.
- Ability to clearly communicate with vendors and customers in both written and verbal form;

Desirable skills:

- Experience of working with SAPFICO;
- Knowledge of travel related processes and systems an advantage.

Key competencies

- Strong focus on customer service and ensuring the needs of various stakeholders (internal and external) are satisfied at all times.
- Driven by deadlines and ability to work on own initiative as well as part of a team.
- Strong interpersonal skills, comfortable dealing with all stakeholders in the organization.
- Flexibility and adaptability to learn new processes, demonstrating continuous improvement.
- Effective planning ability to ensure conflicting deadlines are met.
- Pro-active with a self-improvement outlook.

Inntravel company background

Established in 1984, Inntravel is a widely respected, leading provider of 'at your own pace' self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 60 staff work from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business and it retains a strong sense of independence and autonomy. Since 2008, the company has been an integral part of the well-established Hotelplan UK family of specialist tour operators, which includes Inghams, Esprit, Santa's Lapland and the adventure travel experts Explore Worldwide. Hotelplan is a pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

Inntravel – inspiring individual discovery
Expertise through knowledge and experience
Respect for the places and people we work with
*Embracing **individuality** and **creativity***
Trust through openness and integrity
*Shared **enthusiasm** and **pride** in all we do*