

Role profile:

# Finance Support Assistant



bruntwood





# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

Bruntwood Works, the division taking care of our work and lifestyle spaces, is changing the way people work by creating inspiring environments that help people and businesses to flourish across Manchester, Leeds, Liverpool and Birmingham.

Bruntwood SciTech, our science and technology division, owns and manages the largest portfolio of science and technology assets in the UK including prestigious locations such as

Manchester Science Park, Alderley Park in Cheshire and Platform in Leeds.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

Buildings and space is just the start of our story, we create thriving cities for all.

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare, employee share scheme and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and  
shape your world..**



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**Dream &  
deliver**



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**Never sit on  
the sidelines**



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**Be creatively  
commercial**



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**Pay attention  
to detail  
(it matters)**



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**Be brilliant  
to work with**





# Role Profile

## **The role:** Finance Support Assistant

**Salary:** £23,000-£25,000

The Finance Support Assistant is our first contact point for customer queries and proactively works to resolve these within our SLA's. Working closely with other teams in transactional finance and the wider business you will become our subject matter expert in resolving transactional finance related queries and build strong working relationships to get prompt resolutions for our customers.

### **What you do:**

- Providing professional and effective first line support to external & internal customers by email & telephone for transactional finance.
- Record & assign customer queries in our query management software taking a proactive approach to resolve.
- Work to resolve tickets within our agreed SLA's in order to provide our customers with solutions.
- Assign complex queries to internal stakeholders when their support is needed to resolve.
- Prepare customer refund requests ensuring the correct supporting documentation and approval is provided.
- Upload Customer Invoices on to customer portals to ensure prompt payment is received.
- Assisting with ad-hoc tasks within Transactional finance when required.
- Manage, prioritise and plan own work queue on a daily basis to keep ticket volumes to a minimum.
- Build relationships with internal customers & stakeholders who work with you to resolve customer queries.
- Follow up on overdue queries with internal stakeholders to ensure these can be resolved promptly.
- Send account statements & transaction history requests to customers.
- Complete new customer account forms
- Ensuring any urgent Ad hoc Payment requests are dealt with quickly.



# Role Profile

## What we're looking for:

- An excellent communicator and ability to build strong working relationships
- Organisation skills with great attention to detail and the ability to remain calm under pressure
- A self starter with the ability to multi-task and prioritise your workload
- Comfortable with working in a fast paced & changing environment
- Previous experience of working in a customer support or help desk environment. Transactional finance would be beneficial.
- A great team player with a can do attitude
- Confident using different IT systems and google suite & microsoft office.

# Benefits of working with us

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## Ways of Working

- 'We understand the importance of work-life balance, so whilst we are primarily an office-based culture (it's what we do!), we also want to encourage flexibility and agility where possible. Our colleagues make use of our different spaces and find lots of ways to collaborate which enable them to find the balance that brings out the best in everything they do.'



## Holiday

- **25 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Free colleague share scheme** starting at 5% of your annual salary each year (subject to hitting profit targets set the previous year)
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

- **Employee Assistance Programme** - 24/7 access to mental health, legal & financial support, including counselling
- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)