



JOB DESCRIPTION – FINANCE ASSISTANT

About Us

McDonnell Caravans has been helping people create unforgettable holiday memories since 1966, when Mr McDonnell Snr transformed a plot of land into our very first caravan sales showground. With a focus on personal service and family values, the business quickly flourished. In 1983, Mike McDonnell proudly took the reins, continuing the family tradition of warm service and trusted expertise.

Today, our experienced team of 25 dedicated staff is passionate about helping you enjoy the freedom and choice that holiday home ownership brings. In 2024, we became part of Holkham Estate, joining their award-winning array of hospitality and leisure businesses. We continue to deliver the exceptional customer service our owners have come to expect, but with the additional expertise and support of the Holkham team.

Job Purpose

To support the Finance function with a primary focus on managing the sales ledger and ensuring accurate and timely invoicing and cash collection.

The role also provides wider administrative support to the business, including cover for the Office Administrator, coordination of park utilities billing, administration of customer insurance products, support with company vehicle administration and maintaining the owner's database.

Responsibilities

Assist the Assistant Management Accountant in maintaining the sales ledger, ensuring invoices are raised accurately and in a timely manner.

Prepare the sales packs for new owners on site including a copy of the site licence and other documents as required.

Maintain owners database.

Monitor customer accounts and follow up on outstanding balances.

Respond to customer queries relating to invoices and payments.

Obtain meter readings across the parks and ensure owners are invoiced accurately for utilities usage.

Administer customer insurance products, including processing new policies, renewals and responding to customer queries.

Provide administrative support to the Finance function, ensuring records are well maintained and up to date.

Provide cover for the Office Administrator as required, supporting day to day business operations.

Support the administration of company vehicles, including maintaining records, documentation and compliance requirements.

Support the Payroll Manager and employees with Roubler queries and support, ensuring that timesheets and leave is up to date in time for the monthly pay run.

Assist with the coordination and administration of abnormal load movements, ensuring all required documentation and processes are followed.

Use finance and administration systems effectively to ensure efficient and accurate processing.

Support colleagues across the business with queries in a professional and helpful manner.

Assist with general administrative and finance tasks as required.

Skills and Experience

Experience in an administrative or finance support role.

Experience of working with sales ledger processes would be beneficial.

Good level of numeracy and attention to detail.

Strong organisational skills and ability to manage a varied workload.

Good communication skills and ability to deal confidently with customers and colleagues.

Competent in Microsoft Office, particularly Excel.

Experience of using finance systems.

Personal Qualities

Organised and reliable with a methodical approach to work.

Proactive and willing to take ownership of tasks.

Able to manage a varied role and respond to changing priorities.

Customer focused with a professional and approachable manner.

Team focused and supportive of colleagues.

Committed to accuracy and completing tasks to a high standard.

Hours of work: 24 hours per week (over 3 or 4 days)

Pay: £13.45 per hour.