

Job Title: Finance Officer
Vacancies: One Position Available
Reports to: Finance Manager
Hours: Full-time (40 hours per week, 5 days a week)
Location: London Office

About the Organisation

At Al-Ayn, we provide orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview

The Finance Officer is a detail-focused role that supports the day-to-day financial operations of UK. The role is central to the accurate and timely processing of income and expenditure, the reconciliation of financial records across systems, and the maintenance of clear and reliable donor and finance data.

Working across platforms including Salesforce, QuickBooks, ApprovalMax, SaaSant and a range of payment systems, the Finance Officer helps ensure financial information is accurate, complete and up to date. The role also supports cash management, sponsorship financial records, donor and departmental finance enquiries, Gift Aid data and internal finance reporting.

This is a hands-on role that requires accuracy, strong organisation, good communication and a proactive approach to improving processes. The Finance Officer reports directly to the Finance Manager and works under their guidance to support the finance requirements of the organisation.

Key Responsibilities

Income Processing

- Upload bank income into Salesforce on a daily basis.

- Categorise income correctly in Salesforce and QuickBooks.
- Process third-party payment provider donations.
- Process foreign currency donations in Salesforce and QuickBooks.
- Prepare SaaSant upload files and upload to QuickBooks.
- Upload and categorise transaction fees in QuickBooks.

Income Reconciliation

- Reconcile Salesforce income records against original source data.
- Reconcile QuickBooks against Salesforce.
- Investigate discrepancies and correct records where required.
- Save reconciliation files and maintain clear audit trails.

Finance Systems and Automation Monitoring

- Check website, app, GoCardless and other payment automations.
- Identify missing, duplicated, or incorrectly mapped transactions.
- Report system issues to the relevant developer or system owner.
- Support testing of system changes and improvements.
- Help improve the accuracy of finance data across Salesforce and QuickBooks.

Expenditure Management

- Process supplier invoices and direct debits through ApprovalMax.
- Add new suppliers to QuickBooks.
- Match expenses in QuickBooks.
- Request and collate invoices and receipts from various sources.
- Send credit card statements and follow up on submissions.
- Complete expense mileage claims report submissions.
- Ensure expenditure is processed regularly and on time.

Cash Management

- Ensure all cash handling, recording, counting, reconciliation and deposit activity complies with Al-Ayn's Cash Management Policy.
- Monitor cash counting sessions and cash donation records.
- Check that cash records are accurately entered and reconciled.

- Monitor cash levels across UK offices.
- Ensure cash deposits are made accurately and on time.
- Follow up with regional offices where deposits are delayed or balances are high.
- Investigate and escalate cash discrepancies.

Sponsorship Finance Support

- Ensure recurring payments are linked to the relevant recurring donation in Salesforce.
- Support the review of sponsorship overpayments and underpayments.
- Respond to daily finance enquiries from the Sponsorship team.
- Support weekly Sponsorship meetings where finance input is required.
- Prepare reports for the Sponsorship Department.
- Support group sponsorship records, statements and donor reconciliation.

Donor and Departmental Finance Support

- Support UK departments, such as Sponsorships, Communications, Sadaqa Boxes
- Respond to donor queries relating to Gift Aid, receipts, cancelled payments, recurring donations in a timely manner.
- Investigate records in Salesforce, QuickBooks and payment platforms.
- Provide clear and accurate information to colleagues.

Donor Data and Gift Aid Support

- Review donor accounts requiring correction.
- Support donor data cleansing.
- Assist with Gift Aid declaration accuracy checks.
- Improve transaction references and donor record quality.
- Identify duplicate or incomplete donor records.
- Support Salesforce reports and data checks.

Continuous Improvement

- Identify manual tasks that could be improved or automated.
- Support improvements to Salesforce, QuickBooks, ApprovalMax and SaaSant processes.
- Test new finance system developments.

- Support the creation and updating of Standard Operating Procedures.
- Help improve reporting quality and reduce avoidable errors.

Ad-Hoc Duties

- Support other finance, reconciliation, reporting, systems, audit or departmental tasks as reasonably required by the Finance Manager or Senior Management.

Key Requirements

- Three or more years' experience in finance administration, bookkeeping, accounting support, or a similar finance role.
- Experience working with reconciliations.
- Ability to process financial information accurately.
- Strong Excel skills.
- Confidence working with financial data and finance systems.
- Strong attention to detail, with an accurate and methodical approach to work.
- Ability to follow procedures and maintain accurate, well-organised records.
- Ability to handle confidential donor and financial information responsibly.
- Ability to manage deadlines and competing priorities.
- A proactive approach to problem-solving and process improvement.
- Good written and verbal communication skills.
- Ability to work independently and as part of a collaborative team.
- Willingness to learn, improve and support colleagues.

Desirable

- Experience using Salesforce, QuickBooks, ApprovalMax or SaaSant.
- Experience in charity finance.
- Understanding of Gift Aid.
- Experience working with donor data or CRM records.

- ACCA, AAT, or a similar finance qualification in progress.
- Experience supporting system improvements, automation or reporting.

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Salary:

£33,929.55 per annum

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.