



**Financial Administrator/Personal Assistant
H&H James Sutherland**

**Job Title: Financial Administrator/Personal Assistant
Reporting to: Auction House Manager - H&H James Sutherland**

Overall Job Purpose:

To manage the day-to-day running of the office in order to ensure an effective and efficient service on behalf of clients.

Primary Accountabilities

1. To maintain the company profile in the marketplace by ensuring that vendors and purchasers are welcomed both personally and over the phone and that the auction house provides a high level of customer service and satisfaction.
2. To ensure that all information in relation to the securing of instructions and subsequent sale procedure is recorded, and that all parties including vendors, purchasers and other members of the auction house team are kept informed of current status.
3. To ensure the prompt delivery of necessary documentation to both vendors and purchasers
4. To assist with the preparation of inventories, catalogues and other promotional material in relation to auction house sales.
5. In liaison with Group Accounts to receive, record, reconcile and bank monies on behalf of the Company.
6. In relation to monies received or paid on behalf of the Company to provide the necessary documentation to clients and make required entries into company records.
7. To collate weekly, monthly and annual information on behalf the Company and to liaise with the management team and Group Accountant in order to provide information as required.
8. To raise invoices, produce statements and maintain the accounting records as required.
9. To monitor and update the payment records on behalf of clients and to advise the Auction House Manager appropriately in order to recover outstanding debts.
10. To deal with enquiries and provide effective responses to all client and customer requests.
11. To build and enhance customer loyalty and promote the auction house appropriately whenever possible.
12. To undertake administrative duties, including the maintenance of the company's social media sites and the preparation of company correspondence.
13. To assist with the marketing and delivery of effective auction sales, observing all legal and other requirements, in line with industry best practice and statutory regulations

Secondary Accountabilities

1. To ensure the Health and safety of all staff, clients and customers during the pursuance of business
2. Carry out other ad hoc duties that the employer from time to time determines fall within the job-holders capabilities.