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| **Job Title:** | AP / AR Manager |
| **Department:** | Finance |
| **Location:** | Peacemarsh |
| **Reports to:** | Group Financial Controller |
| **Direct reports:** | Accounts Receivable Clerk, Purchase Ledger Accountant |
| **Purpose:** | The AP and AR Manager will take ownership of both the accounts payable and accounts receivable functions, ensuring robust processes and controls are in place. The role requires a hands-on, proactive professional to manage the end-to-end processes, whilst also having the ability to step back and oversee the bigger picture, optimising company cashflow. |
| **Role Responsibilities:** | * Oversee the entire accounts payable and accounts receivable processes, ensuring accuracy, efficiency, and strong internal controls.
* Manage, support and develop a team of four, providing guidance, setting priorities, and overseeing task completion to maintain high-performing AP and AR functions.
* Ensure customer / supplier needs are met and proactively manage any disputes, ensuring timely communication and resolution.
* Provide regular cashflow forecasts of incomings and outgoings to the wider finance team.
* Ensure accurate and timely postings onto NetSuite and reconciliations to the bank.
* Drive timely and effective collection of outstanding debts, collaborating with internal stakeholders where required (e.g. International and Wholesale teams).
* Whilst ensuring company cashflow is optimised, manage the production of accurate weekly / monthly supplier payment runs. Ensure they are uploaded to the bank for approval on a timely basis.
* Lead the maintenance and regular reconciliation of customer / supplier accounts to ensure up-to-date and clean ledgers.
* Ensure accurate and timely month-end close of the ledgers and reconciliations to the general ledger.
* Produce and present monthly aged debtor / creditor reports, including commentary on overdue or disputed accounts and actions taken.
* Evaluate and approve new customer accounts and ensure suitable credit terms are applied, escalating to the Group Financial Controller where applicable.
* Regularly review credit terms for all customers in line with internal customer data and external agency reports.
* Ensure sales orders are processed according to the company credit control policy and considering the balance between processing a sale and credit risk.
* Ensure customer deductions are communicated internally, approved and posted on a timely basis.
* Continuously review the sales and purchasing processes, identifying areas for improvement and implementing corrective actions. E.g. use of NetSuite for non-stock POs, automated invoice recognition, improvements in payment terms, communications stored on NetSuite.
* Assist in the transition of AR and AP processes occurring outside of NetSuite into the main AR and AP workstreams.
* Manage communications with customers, suppliers and external agencies, including debt collection agencies, legal advisors, and auditors.
* Support related external auditor requirements.
* Support in any ad hoc tasks or other responsibilities as required.
* Maintain and process all prepayment schedules ensuring accuracy
* Produce all month-end accruals for supplier invoices, purchase orders, and company Barclaycard usage
* Manage retail estate invoices and track related documentation
* Produce re-charge documents for intercompany transactions
* Preparation of monthly management accounts for overhead departments, ensuring timely variance analysis against budget and forecast
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| **Person****Specification:** | * Substantial purchase ledger and sales ledger experience with a clear track record of managing large and complex accounts, ideally within a wholesale or B2B environment.
* Good understanding of forex transactions, credit management, cash flow optimisation, and financial controls.
* An eye for detail.
* Self-starter, able to identify problems and resolve them.
* Continuous improvement mindset.
* Excellent interpersonal and communication skills, confidently handling communications with large, strategic customers as well as collaborating with internal commercial and finance teams.
* Experience in supervising or mentoring junior finance staff.
* Strong organisational skills, with the ability to prioritise and meet tight deadlines.
* Advanced Microsoft Excel skills and confidence using Outlook and other Microsoft Office applications.
* Having experience of Netsuite would be hugely helpful.
* Naturally embodies the values contained in the ‘Essence of Neal’s Yard Remedies and our Behavioral Framework.

My expectation is that this person would be in Peacemarsh at least 3 days a week.In recruiting, hiring, developing and promoting employees, we treat everyone equally irrespective of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, and places an obligation upon all staff to respect and act in accordance with our policy. |

**Date Compiled**: June 2025

**Compiled by (Name and Job Title)**: Philippa Thorne, Group Financial Controller

**Employee Name**: Laura Meare

**Employee Signature**:

**Date:** 02/07/2025

Job Descriptions may not cover all duties and responsibilities as these may be subject to change at any time and without notice. All job holders will be expected to carry out additional duties as requested to suit the needs of the business.