



Accounts Assistant **(full time, permanent)**

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N22 7AY - 02 08 36 5 2121 - ALEXANDRAPALACE.COM
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY - CHARITY REGISTRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London. We host live music, live sport, theatre productions and Park events all year round.

All the money that is generated by events goes back into maintaining and restoring Ally Pally, to celebrate and share the past, deliver extraordinary experiences at present and regenerate for the future.

ROLE DESCRIPTION

Alexandra Palace is looking to recruit 2 **Accounts Assistants** to provide support to the finance team, working across purchase and sales ledgers in both the Trust and Trading subsidiary.

The successful candidates will hold AAT qualifications at level 3 or 4 or equivalent work experience, with proven experience working in a similar accounts generalist role preferably in retail, hospitality, or leisure sector

In return for your hard work, we offer:

- 28 days holiday including 4 Christmas closure days + bank holidays
- Life Assurance 3 x gross salary
- Flexible working arrangements and ad hoc remote working with prior agreement
- Free parking on site
- Staff discounts including 20% in Phoenix Bar & Kitchen
- Friyay discount: every Friday between 4:30pm – 8pm Bar & Kitchen offer 50% staff discount
- Free tickets: all employees can apply for free event guest list tickets to in-house events
- Annual staff summer and Christmas parties
- Training and development opportunities
- + more

The salary is **£30,000pa**

HOW TO APPLY

To apply for the role of **Accounts Assistant** please send your CV and a cover letter outlining how you meet the requirements of the role with reference to the job description and person specification to recruitment@alexandrapalace.com

The deadline for applications is **9am** Wednesday 22 October 2025

Due to the volume of applications, we are unable to offer feedback to those not shortlisted for interview

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Accounts Assistant x 2 full time roles (part time hours may be considered)
Department	Finance
Responsible To	Financial Transactions Supervisor
Responsible For	<i>No direct reports</i>
Overall job purpose	To provide support to the finance team, ensuring the smooth and accurate handling of financial transactions, reconciliations and records. Working across purchase and sales ledgers in both the Trust and Trading subsidiary.
Key internal relationships	Budget holders across all teams
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Purchase <ul style="list-style-type: none"> • Match invoice with PO's checking for completeness and accuracy. • Ensure direct debits and regular payments invoices are received, approved and processed in time. • Distribute credit card statements. Prepare journals to upload transactions and follow up on missing documentation or non-compliance. • Manage and act on queries send to Payables inbox in a timely and manner and escalate matter when required. • Upload payments on bank ready for authorisation. • Send out remittance statements. • Other purchase related support as requested. 2. Sales <ul style="list-style-type: none"> • Download and reconcile and record the sales transactions from the EPOS system on a timely basis together with any other sources of direct income with key responsibility to investigate discrepancies. • Post receipts to Customer Account. • Any other ad-hoc sales related support as requested including Credit Control. 3. Bank <ul style="list-style-type: none"> • Recording banking transactions into the Company's accounting system in an efficient manner prior to cut-off times. • Weekly bank reconciliation. 4. Payroll <ul style="list-style-type: none"> • Support the Financial Controller with the monthly payroll processing schedule.

	<ul style="list-style-type: none"> • Ensure timesheets for casual staff are received from departments on time and are accurate. Support on any queries to be followed up. • Update and agree hours data for uploading by the Financial Controller. • Prepare and upload Casual Chargeable costs journal onto Exchequer. • Work closely with the Financial Controller and HR to ensure the payroll is prepared accurately and free from errors each month. • Escalate any pay related queries to HR. <p>5. Systems</p> <ul style="list-style-type: none"> • Support the Finance team and wider organisation in ensuring we are adopting and maintaining the best use of the systems we have available. <p>6. General</p> <ul style="list-style-type: none"> • Assist with year-end audit providing supporting documentation to auditors • Support the Finance team with other ad hoc tasks, such as posting journals. • Maintain accurate and up-to-date financial records, including ledgers, journals, and other documentation. • Ensure adherence to financial policies, procedures, and regulations. • Assist in the preparation and monitoring of budgets by providing data as and when required. • Identify and mitigate financial risks, such as fraud or financial discrepancies. • Provide cover for other Finance team members in their absence • Be the go-to person in finance for basic queries from stakeholders (both internally and externally) • Undertake any other duties as required, consistent with the basic objectives and/or duties of the post.
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>AAT level 3 or 4 or equivalent professional qualification or qualified by experience</p> <p>GCSE in English and Mathematics at level 4 (grade C) or above</p> <p>Experience</p> <p>Proven experience in a similar accounts generalist role preferably in retail, hospitality, or leisure sector</p> <p>Competent in the use of medium/large accounting packages and systems</p> <p>Clear understanding of financial ledgers and of control accounts and reconciliations</p>	<p>Experience working with Exchequer or similar accounting packages</p> <p>Experience working with iTrent or similar HRIS</p> <p>Experience in financial management in a complex and dynamic organisation</p>

	<p>Proven experience of working with Excel Spreadsheets including good working knowledge of use of formulas</p> <p>Skills and Knowledge</p> <p>Methodical approach with excellent attention to detail</p> <p>Collaborative team player</p> <p>Strong communication and excellent analytical skills</p> <p>Proactive, with a continuous improvement mindset</p> <p>Good systems skills</p> <p>Ability to plan, prioritise and manage a varied workload</p> <p>Customer focussed</p> <p>Willingness to undertake ad-hoc work as and when required by the team.</p> <p>Willingness to build strong and effective relationships across the organisation</p>	
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DIMENSIONS

Financial responsibilities

Financial processor

People management responsibilities

None

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 2 and therefore should be demonstrating behaviours at **level 2**.

I. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Work with other teams to raise and solve issues• Hold regular meetings to gain team input• Be visibly available to my team• Book weekly catch ups with other teams• Think and act as one organisation• Pro-actively talk to others rather than sending emails	<ul style="list-style-type: none">• Encourage silos or working in isolation• Think our work is more important than that of other teams• Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Try new ideas and think outside the box• Look for possibilities and opportunities everywhere – taking time to think creatively• Have faith in my ideas and find my voice• Encourage the ideas of others more often• Utilise the experience of the whole team• Strive to improve the customer experience• Encourage others to see mistakes as learning	<ul style="list-style-type: none">• Say “I can do better” but then do nothing• Accept something just because it is the way it's always been done• Shut down ideas without thinking about the pros and cons• Resist change because it is too challenging• Think “I can't do it”• Say “No” but not explain why

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Get to know my team members• Be human – show empathy and care for others• Thank people and make them feel good• Accept all - embrace different points of view• Confront difficult situations with openness, sensitivity, care and empathy• Pro-actively address exclusion and discrimination	<ul style="list-style-type: none">• Exclude people because I find them difficult or challenging• Ignore or belittle the ideas or thoughts of others• Allow our own view to prevail not taking into account differences of opinion or approach• Tolerate exclusion or discrimination• Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are PASSIONATE & FUN

“Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Act as a role model for others by demonstrating passion for my job and energy every day• Go the extra mile – setting an example for the team• Make time to celebrate success• Inspire, develop and build my team• Focus on delivering quality for myself and my team• Create a culture of fun so that we can all enjoy what we do	<ul style="list-style-type: none">• Act negatively - moaning and criticising• Forget to celebrate• Just do the minimum to get by• Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Bring solutions not just problems and complaints• Take a “see it and own it” approach• Make smart use of our resources• Actively look outside for new ideas and research• Attend and encourage others to attend training and conferences and bring back new ideas• Understand what generates profit• Free up budgets to spend where most needed• Empower and coach my team to come up with their own solutions• Make use of people’s skills from outside of work as well as at work	<ul style="list-style-type: none">• Use resources just because we have them• Say “no” just because of lack of resource• Just go for quick wins because they are easy• Allow wastage in our work areas• Take on too much at once• Create a stressful environment for myself or those around me