Job Description November 2026

Role: Sales Ledger Officer	**Department:** Financial & Corporate Services
Reports to: Cash & Ledgers Manager	**Pay Grade:** Grade 3 - £31,055 Per Annum
Location: Broadstone, 50 South Gyle Crescent, Edinburgh, EH12 9LD	**Contract type:** Permanent. Full-Time, 40 Hours Per Week.
COST CENTRE: 2101 *This information enables the People Team to allocate the role to the correct cost centre.*	**ACTIVITY CODE:** FFZ *This information enables PeopleXD to allocate the salary to the correct centre.*

JOB PURPOSE

Working closely with the Cash Ledgers Manager, the Sales Ledger Officer is responsible for managing the NTS and NTSE ('the Trust') Sales Ledger. Key duties include processing sales invoices promptly, recovering outstanding debts, resolving customer account queries and maintaining effective relationships with customers and internal and external stakeholders.

The role requires excellent communication skills, strong attention to detail and a proactive approach to credit control.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Support timely invoice processing and payment collection to maintain clear records of customer balances and outstanding debt.
- Issue customer statements and payment reminders within agreed timescales.
- Proactively secure payment of all outstanding debt within the agreed customer terms.
- Credit check new customers and establish appropriate credit limits in accordance with the Trust policy.
- Monitor customer payment performance and manage ongoing customer credit limits, applying order blocks following Trust policy.
- Pursue overdue accounts through appropriate communication to secure payment.
- Escalate accounts requiring further intervention and recommend recovery action where necessary.
- Engage with Trust customers and partners to resolve payment queries and disputes quickly and professionally.
- Prepare consistent debtor information to support management review of overdue balances, collection priorities and potential bad debts.
- Work with the Finance team and customer-facing employees to resolve disputes that delay payment.
- Maintain professional customer relationships while pursuing overdue accounts and escalating recovery concerns appropriately.
- Undertake additional sales ledger duties as appropriate.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Desirable

- Relevant training or a qualification in bookkeeping, accounting or credit control would be advantageous.

Experience

Essential

- Experience of sales ledger administration, including accurate and timely processing of customer invoices.
- Experience of credit control, issuing statements and reminders, pursuing overdue invoices and escalating collection concerns.
- Strong written and verbal communication skills, with the ability to resolve customer account queries professionally.
- Ability to review aged debt information, identify payment risks and prepare clear debtor reports.
- Strong numeracy and attention to detail, with the ability to prioritise invoice processing, collection activity and month-end deadlines.
- Ability to use finance systems and reporting tools accurately and apply credit control procedures consistently.

Desirable

- Experience of finance administration within a charity or a multi-site organisation.
- Experience of supporting month-end aged debt reporting and bad debt provision analysis.
- Experience of conducting customer credit checks and reviewing credit limits against organisational policy.
- Experience of working with customer-facing teams to resolve invoice disputes and remove barriers to payment.
- Experience in identifying and implementing improvements to invoicing processes, debt recovery, and customer account reporting.

***The Purpose, Context, Key Responsibilities and Person Specification reflect the job requirements at the time of issue. The Trust reserves the right, following appropriate consultation, to amend these requirements and/or request that the post-holder undertake activities it considers reasonable within the broad scope of the role or the post-holder's general abilities*.**

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Friday 27th November 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Sales Ledger Officer - NTS"