

## Job Description and Person Profile

|                                   |   |
|-----------------------------------|---|
| <b>Business/Support service</b>   | Shared Service Centre – Order to Cash                                   |
| <b>Job Title</b>                  | Banking Administrator   |
| <b>Grade</b>                      | F   |
| <b>Job Family</b>                 | Corporate Support   |
| <b>Reporting to (Job Title)</b>   | Banking Lead  |
| <b>Number of direct reports</b>   | 0   |
| <b>Number of indirect reports</b> | 0   |
| <b>Budget Responsibility</b>      | 0   |
| <b>Contacts</b>                   | Managers and colleagues from across the Society, third party providers. |

|  |
|--|
| <b>a) Job purpose</b>  |
| To allocate and reconcile all of the Society cash. To respond to customer/supplier requests relating to this activity in a timely and accurate manner.   |
| <b>b) Key accountabilities</b>   |
| <ul style="list-style-type: none"> <li>• Implementing Perform ways of working. This includes operating to SLA's as described in the Banking Service Catalogue, implementing continuous improvement and problem solving to deliver a great service</li> <li>• Accurate allocation of cash, in a timely manner, on a right first time basis in accordance with the agreed processes</li> <li>• To administrator, reconcile and the control of the transactions into and out of the Society's various bank accounts</li> <li>• Delivery of compliance with the Society treasury and balance sheet policy</li> <li>• To administrator, reconcile and post all cash for the Society</li> <li>• To respond to customer/supplier requests relating to banking activities in a timely and accurate manner</li> </ul> |

### **c) Main responsibilities**

- Responding to “request for information” letters sent to the Society daily from Barclaycard in regard to customer disputing transactions that have been debited to their accounts.
- Sign Society cheques via a cheque signing machine and account for numbers of cheques signed in a register.
- Charge direct debit and standing order transactions into Agresso and reconcile to ensure that Society only pays for valid charges. This includes the setup of new direct debits and inputting payments received for Funeral bonds onto a database and reconcile to Agresso.
- Proactively investigate unreconciled items and escalate outstanding material issues to management. Understand performance SLA’s and provide visibility of backlogs on ‘Perform’ management boards
- Identify discrepancies and backlogs in cash postings and reconciliation through Lean 6-Sigma problem solving to resolve
- Reconcile the Society’s bank accounts. Investigate all transactions that do not clear automatically, root cause and inform the relevant branch.
- Process a “stop” on lost/mislaidd cheques drawn on the Society’s bank accounts.
- Input bank statement movements onto spreadsheet, reconcile and allocate account code and load into Agresso.
- Administer banking stationery for branches including control and issue Society cheque books to funeral homes.
- Record and bank cash / cheques from Society customers received into the Shared Service Centre. Record and import into Agresso, including recording cancelled cheques.
- Cancelled bonds – confirm payment received for bond, cancel from system, request refund cheque and post to customer.
- Scan all paperwork into the Society document imaging system.
- Completion and understanding of balance sheet reconciliations, which are a first line of defence for identifying fraud, including reconciling foreign currency transactions
- Maintain daily cash postings and allocation within Agresso to the customer, including manual matching of cash within the matching system, chasing up missing cash statements
- Promptly answer calls and deal with customer enquiries
- To process saving stamps and vouchers, including reconciling and making claims
- To undertake any other ad hoc duties or projects within the Shared Service Centre
- Ensuring backlogs are maintained within agreed KPI’s/SLA’s
- Daily completion of cash payment and transfers of up to £50 million

| <b>d) Measures of performance</b>  |   |
|--|---|
| <ul style="list-style-type: none"> <li>All Society's bank accounts and account codes are accurately recorded and reconciled within deadlines determined by the business.</li> <li>Operate to 'Perform' ways of working, including visual management, problem solve and coaching</li> <li>Up to date Banking Shared Service catalogue commitments, including KPI's, SLA's and personal objectives achieved</li> <li>Accuracy of transactional services</li> <li>Be accountable for personal development record, including cross skilling targets</li> </ul> |   |
| <b>e) Person specification</b>   |   |
| <b>Essential qualifications</b>  | <b>Desired qualifications</b>   |
| <ul style="list-style-type: none"> <li>GCSE's grades A-C in English and Maths</li> <li>AAT qualified</li> </ul>  |   |
| <b>Essential experience</b>  | <b>Desired experience</b>   |
| <ul style="list-style-type: none"> <li>Thorough knowledge of the banking system, preferably gained in a bank / building society</li> <li>Excellent analytical, communication and IT skills</li> <li>Evidence of delivering or contributing to continuous improvement initiatives within a financial or banking environment</li> <li>Bank reconciliations</li> </ul>  | <ul style="list-style-type: none"> <li>Balance sheet reconciliations</li> </ul> |
| <b>f) Competencies / behaviours</b>  |   |
| <p><b>Future direction</b></p> <ul style="list-style-type: none"> <li>See the bigger picture</li> <li>Challenge, change and improve</li> <li>Make effective decisions</li> </ul> <p><b>Engage people</b></p> <ul style="list-style-type: none"> <li>Lead and communicate</li> <li>Collaborate and partner</li> <li>Build capability</li> </ul> <p><b>Deliver results</b></p> <ul style="list-style-type: none"> <li>Customer focused ways of working</li> <li>Individual accountability</li> <li>Agility and reactivity</li> </ul>                         |   |