

# Banking & AR Administrator – Job profile

- **Purpose:** This role will provide an effective and efficient service in accordance with agreed performance and quality standards.
- **Reporting:** Banking AR Coordinator
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:**
  - Analytical and attention to detail
  - Customer focused
  - Good communication and team working
  - Effectively organize and plan time
  - Experience of Microsoft Excel and other Microsoft software
  - Previous experience dealing with transactional finance
- **Qualifications:**
  - GCSE grades A-C in English and Maths

## We make a *difference* to Members & customers

- Regular communication with key internal & external customers on pertinent issues impacting the banking function and wider processes (Banks, Funeral Homes, Retail Stores, Internal teams & Third-party providers) ✓ **Good relationship with customers**
- Delivery of all services within service levels agreed with the business ✓ **Positive internal & external feedback**
- Maintain customer service to help ensure the Banking team has an excellent reputation with the CC Group ✓ **Good customer service levels**

## We're *better* every day

- Day to day operation of the banking processes ✓ **Half year and year end performance reviews**
- Ensure work is delivered in line with agreed standards, processes and procedures ✓ **No major external audit weaknesses reported**
- Ensure that all queries are resolved within SLAs. ✓ **No outstanding reconciliation items**
- Completing bank reconciliations & balance sheets
- Cash allocation
- Invoice raising
- Continuous improvement

## We're a *caring* community

- Treating customers & colleagues with respect ✓ **Inclusion targets**
- Foster an inclusive culture where everyone feels welcome ✓ **Green compliance**
- Adhere to FCA regulations ✓ **Community & Volunteering**
- Build connections in your local community by utilizing the volunteer days that are in place

## We work together with *purpose*

- Work towards individual goals and objectives that are aligned to those of Order to Cash, Finance Shared Services ✓ **KPIs, SLAs & personal objectives are achieved**
- Escalation of business-critical issues to Banking and Accounts Receivable Team Lead ✓ **Regular performance check ins**
- Ensure SLAs are understood as well as their impact on the day-to-day workload
- Working with other teams across the society
- Participate in society cross function projects