

ROLE PROFILE

ROLE TITLE	Transactional Assistant
DEPARTMENT	Transactional Services Team
DIRECTORATE	Orbit Group, Finance
RESPONSIBLE TO	Transactional Services Team Leader
RESPONSIBLE FOR	

ROLE PURPOSE	
To provide an excellent transaction processing and payment service to your customers and support the Transactional Services Management Team	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
	<ul style="list-style-type: none"> • Processing all financial transactions and payments received within the Group, in accordance with agreed timetables and formats • Download directly from bankline the daily statements, process the payments in accordance with agreed timetables and formats • Extract Files from Allpay services and distribute across customers accounts in accordance with agreed terms • Completing weekly / monthly reconciliations of control/suspense accounts, ensuring that any outstanding items are investigated and cleared • Investigating and correcting missing or mis-posted transactions, advising housing management staff as necessary • Using Active H, the posting of Rent refunds and Direct Debit Rejections to accounts with complete accuracy • Experience of using excel to a good standard and manipulating data. • Establishing and maintaining great relationships with customers and councils, ensuring that you understand their needs and deadlines, specific to housing benefits. • Providing accurate information for internal and external auditors, whilst maintaining the whole departments archive. • Ensuring that all information is provided in accordance with agreed timetables and formats • Ensure new members to the team are trained to cover all tasks, working with Transactional Services Manager to ensure full training is provided • Ensure process notes are maintained for all tasks • Understand the technical aspects of the team's work and takes hands on approach to daily tasks • Post standing orders to accounts by accessing the files through WinSCP and collecting account numbers of errors through Excel using VLOOKUP formula • Ability to implement process changes as directed by Transactional Services

<p>Manager</p> <ul style="list-style-type: none"> • Maintain a monthly timetable of tasks • Through Active H's Tasking system, extract property deposit information and manipulate the data for journaling by an assisting financial team • Sort Queries and discrepancies in bank books, as well as post cash values that have been sent in to the bank • Be open and responsive to change, specific to the new system currently being rolled out within the business <p>Be innovative by looking for areas of improvement within the tasks carried out by the team</p>
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KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Previous experience in a similar Finance role • Ability to work on own initiative without supervision • Appropriate experience of Microsoft Excel • Good literacy skills and the ability to communicate clearly with customers • Attention to Detail

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		• Date	•
Signed by Manager		Date	

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Job Code: X0756

