

Banking & Accounts Receivable Administrator

Society Division:	Shared Services
Society Reporting Unit:	200700
Location:	Lichfield
Reports to (<i>job title</i>):	Banking & AR Manager
Number of direct reports:	0
Number of in-direct reports:	0
Budget / Revenue Responsibility:	0
Key Stakeholders:	Managers & Colleagues from across the society & third-party providers.
Date of Job Description:	27/10/2026

Role Purpose:

The Banking & Accounts Receivable Administrator will provide an effective and efficient service in accordance with agreed performance and quality standards.

Performance is measured internally against society, department and personal KPIs. External measures are applied and enforced by the FCA (Financial Conduct Authority)

The role will be responsible for the accurate and timely allocation of transactions in the bank accounts and resolution of unreconciled items. The individual will also be responsible for handling internal and external queries.

Guidance provided must ensure that the society is not exposed to Anti Money Laundering or Corporate Criminal Offence risk.

The individual will also be required to support the delivery of the Finance Shared Services vision and wider CEC Group visions.

The individual must have strong attention to detail and accuracy of data input combined with a customer service focus to ensure all customers receive the agreed level of service.

The individual must be able to confidently liaise with internal and external customers and third-party providers whilst also supporting other colleagues in the delivery of team objectives – this may include working on projects and contributing to the continuous improvement of processes.

Although flexible, the role will require some office-based working from our Head Office in Lichfield

Role Responsibilities:

- Provide a world-class-standard support service for the management of banking functions
- Recognise and intercept activities that contravene Anti Money Laundering, Corporate Criminal Risk and Financial Crime policies
- Understand and adhere to FCA regulations
- Adhere to society Safe Policy
- Maintain stock and dispatch of saving stamps and gift vouchers
- Ensure work is delivered in line with agreed standards, processes and procedures:
 - Allocate bank account transactions and load coded entries into Agresso
 - Allocate payments received to customer's funeral plan account
 - Manage cancelled cheques
 - Respond and investigate chargeback queries from Barclaycard
 - Resolve retail store, funeral home and external customer queries
 - Perform bank reconciliations and effect daily bank transfers
 - Manage bank account balances ensuring counterparty limits are not exceeded
 - Support the clearance of unreconciled items on the balance sheets
- Ensure SLAs are understood as well as their impact on the day-to-day workload
- Provide exceptional customer service to help ensure the Banking team has an excellent reputation within the CEC Group
- Ensure that all queries allocated to the individual are resolved within SLAs. Escalate complex customer complaints or enquiries as required
- Turn around data requests and queries within agreed SLAs
- Undertake adhoc duties or projects as requested by the Banking & AR Manager
- Occasionally situations may arise where other duties or tasks may be required as reasonably requested by the Society.

Qualifications & Experience:

Essential Qualifications

- GCSE grades A-C in English & Maths

Desired Qualifications

- AAT Qualified

Essential Experience

- Experience of working in a demanding environment
- Excellent analytical, communication and IT skills
- Evidence of delivering or contributing to continuous improvement initiatives within a financial or banking environment
- Able to effectively organise and plan time
- Experience of Microsoft Excel, specifically vlookup and pivot tables

Desired Experience

- Balance Sheet reconciliations
- Experience of working in a FCA regulated environment

