



# Independent lives



# Job Pack

## Job Description Banking Assistant

<b>Salary:</b>	£20,020.00 pro rata
<b>Hours:</b>	35 hours per week
<b>Type of contract:</b>	Fixed term to 24/03/2024
<b>Location:</b>	The role is currently based in Worthing, West Sussex
<b>Reporting to:</b>	Payroll & Banking Team Leader

### Overview of the role

Manage and process overall checking of bank statements for dedicated bank accounts in a timely and professional manner for customers who employ someone using Direct Payments.

#### Overview

- Reconciling bank accounts and associated paperwork
- Monitoring of account balances
- Filing
- To provide all areas of administrative support to the Banking & Payroll service

This role will suit you if you enjoy working in a methodical timely and professional way. You will be joining a team who excel in quality and accuracy and provide an excellent personalised customer service.

## Key responsibilities and accountabilities

### Banking tasks

- 1.1. Department administration, including but not limited to:
  - Scanning and sending bank statements
  - Scanning paperwork onto customer files
  - Sending bank statement and corresponding paperwork to the customer.
- 1.2. Matching bank statements with corresponding paperwork as evidence for payment on statement.
- 1.3. Reconciling bank accounts with previous month information.
- 1.4. Monitoring and reporting on accounts for low and high balances.
- 1.5. Support Senior Banking & Payroll Officer to check customer's Employment Liability Insurance is up to date.
- 1.6. Supporting our customers over the phone and directing any messages to appropriate colleagues.
- 1.7. Support Banking Service Officer and payroll team with ad hoc roles when required.
- 1.8. Support the team with other admin tasks.

### General

- 1.1. The post holder is expected to work within and actively promote the mission, vision and values of Independent Lives to external stakeholders and to staff members, and to comply with all Independent Lives policies and procedures.
- 1.2. Other tasks within the remit of the job may be required from time to time.
- 1.3. This job description will be kept under review to ensure that it remains up to date.
- 1.4. The jobholder will be consulted about any proposed changes to the role.

## Person Specification

Experience	Essential	Desirable
Experience of providing a wide ranging administrative support	v	
Providing accurate administrative support ideally in a financial service setting		v
Experience of working with Microsoft Dynamics CRM, Share Point and other Microsoft products particularly Excel and Word - and the use of web-based applications and email	v	
Values		
Person centered - Willing to adapt approach based on customer need	v	
Innovative - Happy to make suggestions on how to improve the processes	v	
Inclusive - Supportive of equality and diversity with the ability to promote an inclusive service and workplace	v	

Excellence - Strong attention to clarity and detail and maintenance of accurate documentation	v	
<b>Skills, Knowledge &amp; Aptitudes</b>		
Ability to cope with a demanding workload in a developing organisation	v	
Excellent numerical skills	v	
Understanding of the social model of disability and willing to promote its ethos and principles	v	
Results-oriented, able to manage time and achieving high quality outcomes	v	
Excellent face-to-face, telephone and written communication skills using plain English	v	
Strong attention to clarity and detail and maintenance of accurate documentation	v	
Highly motivated and enthusiastic	v	
Supportive of colleagues through strong teamwork, able to be flexible and adaptable within the team	v	
<b>Qualifications</b>		
Willing to undertake further training relevant to the post	v	
<b>Other</b>		
Commitment to the ethos and principles of Independent Lives and its charitable objectives in supporting independent living	v	