

L&Q Group

Role title	Receivables & Bank Reconciliation Team Leader						Date	08/07/2021		
Reports to Title	Financial Operations and Transactions Manager						Version	3		
DBS Disclosure Required:	Yes		No	✓	Standard		Enhanced		Enhanced +	
Responsibility for End Results										
<p><i>Purpose:</i></p> <p>To lead the reconciliation of bank accounts other than the Rent bank accounts and the raising of group business invoices, accurately and expediently and ensure all transactions are processed accordingly.</p>										
Key Responsibilities / Deliverables:										
Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%. (Maximum 200 characters per accountability)										Time (%)
1. Lead the team's day to day activities whilst setting an example in delivering excellent customer service in line with L&Q values. Manage the work of the team and deal with more complex issues.										20%
2. Ensure activities of the team meet objectives and key performance indicators. Complete bank reconciliations ensuring that all transactions have been correctly accounted for and deal with inaccuracies appropriately, within set time constraints. Manage processing of Direct Debits (DDs), Standing Orders (SOs), BACS, cheques and petty cash reconciliation.										20%
3. Ensure the team raises and issues all ad-hoc requested and regular contracted invoices within SLA's. Monitoring of Debtors and credit control on a monthly basis to ensure KPIs are met and non-current debts are minimal. Agree credit control escalation where necessary										20%
4. Work collaboratively with other Group teams, including care & Support, Systems, Neighbourhoods', Accountants etc.										20%
5. Maintain relationships with key stakeholders and partners, in particular with banks and local authorities.										5%
6. No budget.										0%
7. Ensure H&S, regulatory & governance compliance for areas under the job holder's control.										5%
8. Maintain the necessary relevant Trust records and systems, including a detailed register of DDs and SOs. Assist in the production of the annual accounts.										5%
9. Manage risks associated with areas under the jobholder's control. Investigate fraudulent transactions in liaison with the banks.										5%
Financial Responsibility: Enter below any typical revenue, operating or capital budgets for which the role is accountable.										
Twenty-Five (25) bank accounts to be reconciled – excluding Rent accounts.										
People Responsibility: Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.										
	Direct Reports					Indirect Reports				
Total Employees	4					3				
Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities										

Technical Knowledge/Skills	
Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.	
1.	Sector/specialist knowledge & experience: Experience in a reconciliation or related finance function essential.
2.	Leadership & management experience: Experience in leading a team in a pressured environment.
3.	Finance & commercial experience: Numerate and attention to detail.
4.	Communication & influencing skills: Must have good interpersonal skills for dealing with people inside and outside the organisation.
5.	Organisation & planning skills: Needs to be organised to plan the work of the team to meet the demanding deadlines.
6.	Academic & professional qualifications: None, finance related qualifications are desirable.
7.	IT knowledge & skills: General applications.
8.	Other: Must be detail conscious, accurate and diligent. Able to work under pressure as their team's role is the first link in the monthly reporting chain.
L&Q Values	
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.	
People	
	<ul style="list-style-type: none"> We care about the happiness and wellbeing of our customers and employees
Passion	
	<ul style="list-style-type: none"> We approach everything with energy, drive, determination and enthusiasm
Inclusion	
	<ul style="list-style-type: none"> We draw strength from our differences and work collaboratively
Responsibility	
	<ul style="list-style-type: none"> We own problems and deliver effective, lasting solutions
Impact	
	<ul style="list-style-type: none"> We measure what we do by the difference we make
Other	
	<ul style="list-style-type: none"> Commit to supporting L&Q's environmental policy and social mission I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks