

# ROLE PROFILE – Finance Support Officer

## Client Protection

### Operational/Delivery Level 1

#### Role Purpose:

Provide financial administrative support to the Client Protection Directorate

#### Outcomes:

- Takes ownership for the processing and accurate posting in both AX and Dosis of payments (both Compensation Fund and Statutory Trust)
- Systematically monitors and reconciles AX Projects for the Cost Recovery Team (CRT)
- Manages queries from stakeholders in respect of payment timescales, managing expectations through liaison with Finance
- Provides reconciliation of financial information relating to Client Protection through liaison with Finance colleagues
- Monitoring of Cost Recovery Instalment payers
- Assist the CRT Manager in dealing with other appropriate projects
- Deliver 100% accuracy in data inputting within agreed timescales
- Works collaboratively with internal and external stakeholders to ensure timely and accurate delivery
- Proactively identifies areas for financial process improvement and makes proposals to management for implementation
- Extrapolate and interpret relevant financial information and display in accurate written reports relevant to the audience

#### Knowledge, Skills & Experience:

##### Essential

- Knowledge of both sales and purchase ledger and able to demonstrate numeracy skills
- Excellent customer service skills to both internal and external stakeholders
- Excellent communication skills with the ability to express ideas clearly, verbally and in writing
- Organised with the ability to prioritise a changing work load
- Works effectively under pressure whilst observing targets and quality standards
- Ability to work effectively as part of a team whilst managing own workload
- Ability to use initiative, and resilience to work confidentially and reliably
- Excellent IT skills, including Microsoft Products and Databases
- GCSE English and Maths or equivalent

##### Desirable

- Working knowledge of AX Projects

This role profile is aligned to the internal SRA career framework.

The career framework profile outlines the generic requirements which are common to all roles within this strand/level. The role profile outlines supplementary role specific requirements.