

## HR FORMS

# ASSISTANT PROPERTY ACCOUNTING TECHNICIAN

2021

### About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPS), part of the Curtis Banks Group. Our office in Ipswich is based on Princes Street, just a 5 minute walk from the railway station. Our employees are a mix of all ages and we have a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [curtisbanks.co.uk](http://curtisbanks.co.uk) or find us on LinkedIn and Facebook.

### Purpose

We own a commercial property portfolio of over 3,600 properties with a value of over £1billion. The Property Accounting Team process and reconcile the financial transactions relating to the management of those properties.

The successful candidate will be required to perform a number of administrative tasks within the team and will possess excellent communication skills, good attention to detail and be a team player.

Job title:	Assistant Property Accounting Technician	Closing date	22 May 2022
Grade	1	Salary range:	Depending on experience
Full/part time*:	Full time	Contract:	Permanent

\* Please specify working hours if different from standard full time employee

Business area:	Finance	Job family:	Finance
Hiring manager:	Property Accounting Team Manager	Approved role:	No
Overseer role:	No	Code staff?	Not Applicable

### Principal accountabilities:

- Undertake and perform a range of accounting transaction entries including the posting of cheque and electronic remittances, entry of purchase and sales invoices and loan account entries and reconciliations to ensure data is accurately input onto the system.

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- Complete daily bank reconciliations including the creation of recurring transaction cards for regular receipts and payments.
- Reconcile property completion statements, property management accounts and monthly property spreadsheets to ensure data is recorded accurately on the system.
- Understand and adhere to all process controls (e.g. internal risk controls, data protection, money laundering etc.) in order to ensure all activity in the role is fully compliant with business and legal requirements.
- Carrying out general office administrative duties including: keeping files and records up to date, filing and general correspondence.
- Respond to customer enquiries, ensure that the enquiry is fully understood and provide information in order to satisfy customer needs.
- Consistently promote the company's policy on treating customers fairly (TCF).

## Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent)) to include English and Maths (essential)
- To obtain the Life and Pensions Foundation certificate (or equivalent) within 12 - 18 months.

## Knowledge

- Basic knowledge and understanding of industry and regulatory requirements. (Desirable)
- Basic systems navigation skills (including Microsoft packages). (Essential)
- Basic understanding of the customer lifecycle. (Desirable)
- Knowledge of operational functions and processes. (Desirable)

## Skills

- Able to communicate effectively both verbally and written. (Essential)
- Good people and interpersonal skills to build up effective relationships at all levels internally and externally. (Essential)
- Ability to plan own workload to meet business requirements and service level agreements. (Desirable)
- Ability to work well and keep calm under pressure. (Essential)
- Ability to understand the needs of our customers and be focused around customer outcomes. (Essential)
- Relevant work experience. (Desirable)

## Treating customers fairly

- Understand the commitments that are made about the level of service during the marketing and sales processes to ensure the area is capable of meeting those expectations.
- Consider the needs of the particular target markets for products and tailor the service proposition to meet those needs effectively.
- Ensure customers are provided with the relevant information at appropriate times throughout the life of products to enable them to manage their reasonable expectations regarding the potential future benefits available.
- Ensure customers have sufficient information to enable them to understand when advice may be required and, where appropriate, ensure customers have access to suitably qualified advisers
- Analyse feedback from all sources to ensure that customers' reasonable expectations of performance and service are met and where failings are identified; provide information to relevant areas to enable changes to be made.
- Organise and manage the provision of service to give sufficient priority and opportunity to customers wishing to change product, switch provider, submit a claim or make a complaint.