Job Specification

Lloyd & Whyte

Accounts Assistant

Reporting to: Financial Reporting Manager/Group Management Accountant/Accounts Supervisor

Key Purpose

To provide accounting support to the Finance Team, ensuring high levels of service are provided to our partners in support of the business strategy.

Responsibilities

- Achieve individual objectives and key performance indicators as set and agreed
- Reconciliation of insurance company accounts including liaising with insurers to reconcile queries
- Communicating with colleagues with a view to settling any queries on premium postings
- Distributing refunds to clients
- Assist with administration relating to external and in-house direct debit schemes
- Reconciliation of system accounts against bank statements
- Accurate processing of accounting entries into relevant systems
- Ensure the Company accounting records are always up to date and appropriate escalation is taken
- Work collaboratively with all colleagues to deliver an exceptional client experience
- Ad hoc tasks as directed
- Support colleagues from all areas of the business as required

Responsibilities Specific to Senior Adviser

- Daily management of workflow, queries and the team in the absence in the Accounts Supervisor
- Coach & develop team members
- Handle a variety of complex work and referrals
- Be proactive & analytical in day to day role and when liaising with the management team
- Involvement with projects assigned by line managers or senior management team

Skills & Behaviours

- Demonstrate our values of Fun, Supportive, Professional, working in Partnership and Ambitious
- Confident and capable of building rapport over the telephone to provide an excellent client experience
- Ability to work in a regulated, compliant and client focused environment
- Organised, resourceful, deadline driven and supportive of the wider team
- Quality orientated with great attention to detail
- IT literate

Qualifications

- Hold or working towards AAT Level 3 qualification
- Willing to working towards AAT Level 4 qualification