

Transactions Manager

(Co-op Homes)

Don't just find a job. Feel it.



As part of our finance team, you'll lead, inspire, and develop your team to deliver an outstanding accounts and treasury service, providing timely, accurate, financial information to colleagues and customers.

Connect with what you'll do

In your role you'll:

- Oversee client coop bank and rent account transactions and ledgers.
- Produce management accounts, rent increases, and budgets for our customers.
- Maintain the rent ledger, making sure rent is allocated to the correct tenant, updated weekly, and tenant statements are accurate.
- Prepare cashbook receipts, making sure they're correctly allocated to tenants.
- Oversee Bacs runs for all supplier payments, making sure payments are accurate and on time, and invoices are authorised.
- Make sure all bank transactions are correctly reconciled.
- Lead your team's performance through regular one to ones, coaching and reviews.
- Support the team to resolve issues quickly and accurately, providing help and advice in the moment so we can deliver Stellar service for every home and customer.
- Provide regular training and knowledge sharing sessions to develop the team's expertise.
- Prepare year-end schedules and reconciliations and liaise with bankers and other stakeholders to ensure audit is completed on time.
- Manage the automated Allpay system.
- Allocate rent receipts, including Universal Credit and Housing Benefit, to the correct tenant.
- Process refunds.
- Order tenant rent payment cards and set up tenant Direct Debits.
- Monitor team performance so we deliver our goals and targets and remain compliant.
- Make sure all data is available (as a result of up to date and accurate management of transactions), for year-end schedules to be produced.
- Manage stage one complaint responses.
- Work collaboratively with teams to resolve issues, drive performance, and improve the customer experience.
- Make sure all invoices are paid on time through close monitoring, support and stepping in as needed.
- Make sure all rent accounts are accurate and up to date to allow for proper arrears control.
- Work collaboratively with the Management Accountants to support the month/quarter/year end process.
- Be an expert in your field that's brilliant at the basics, knowing your systems, your service and your customers and contractors inside out.
- Be a great team player and doing what it takes to keep the business moving forward.

Connect with how you'll do it

We're looking for someone with experience of:

- Financial and management accounting systems, principles, and practice, preferably in a supervisory or leadership role working in social housing.
- AAT qualified or ACCA, CIMA partly or newly qualified
- Using accounting and rent ledger systems.
- Using Excel at an Intermediate or Advanced level
- Delivering exceptional standards of customer service
- Working with non-finance representatives at customer organisations.
- Using data intelligently to drive better business performance.

It'd blow us away if you had:

- experience of driving change using IT systems to improve efficiency.
- an understanding of audit requirements

The key behaviours we expect in the role include:

- Role modelling our values: We care/We deliver/We learn.
- Demonstrating inclusive behaviours, respecting, and embracing difference and listening to other people's unique perspective.
- Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- Being digitally savvy, learning our systems quickly.
- Taking pride in being organised so you can work with pace and deliver your promises on time.
- Remaining positive and solution focused whatever the challenge faced.
- Working in an organised and methodical manner with excellent attention to detail and accuracy.
- Building trust by doing what you say you will.
- Making wise decisions and using your initiative to resolve issues quickly without over complicating things.
- Remaining curious to find better ways of working to improve the customer experience.
- Taking ownership and being tenacious to make things happen.
- Being the best version of yourself in every situation and showing resilience even when it's tough.
- Demonstrating great people skills to build collaborative relationships with customers and stakeholders.
- Inspiring others with your drive for excellence and lifting your team up through the tough times.
- The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.