



**ALLPAY LIMITED**  
**JOB DESCRIPTION**

<b>Owner</b>	HR Manager	<b>Date Created</b>	09/10/2019 15:12:00
<b>Classification Level</b>	Restricted	<b>Template Version</b>	General Form v1.4

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**1. JOB IDENTIFICATION**

**Job Title:** Bill Payments Funds Analyst

**Responsible to:** Client Funds Manager

**Department(s):** Finance

**2. JOB PURPOSE**

**Responsible for the administration and control of client trust funds.**

**3. DIMENSIONS**

To reconcile the client funds balance that ranges from £50m to £200m on any one day.  
To ensure the accuracy of 7,000 scheme balances and in excess of 3m active accounts.  
Assist 800 clients and their customers with finance related queries.  
Reconcile transactions in excess of £100m  
To process, reconcile and maintain accuracy of daily payments to clients for 7,000 schemes.

**4. ROLE OF DEPARTMENT**

The Client Finance Department manages and controls the client financial information and systems in a unique niche business market. This includes reconciliation of client funds, maintaining the accuracy of customer accounts and dealing with finance related queries with our clients and their underlying customers.

To deliver exceptional customer service to all internal and external customers.



## 5. KEY RESULT AREAS

To reconcile the daily settlement payments received from each of allpay's payment network providers and ensure these correctly reflect the expected amounts. Where adjustments have been made to settlement values, certify these are correct and are appropriately reflected within allpay's own internal reporting.

Ensure chargeback and scheme rejections are identified as part of the daily settlement and are correctly mirrored within underlying customer accounts.

Verify client payment, Direct Debit collection, unpaid and indemnity values processed through the trust bank accounts. Ensure both automated and manually applied adjustments mirror those of the bank account, where differences occur refer to the Business Operations team for remediation.

Identify direct contribution and return payments, ensuring these are handled correctly.

Calculate daily inter-account transfers and submit for approval.

To validate refund requests received from Client Support teams and proposed actions are correct, prepare for approval submission.

Administer and keep up to date client trust reconciliations records, using internal reporting to forecast expected settlement amounts.

Manipulate, and interrogate third party report data to identify reconciling/reporting differences in comparison to allpay's internal reporting. Where necessary work with internal teams to enhance and refine current reports.

Administer treasury management reconciliations.

Review exception transaction reporting (multi-matching) and submit remedial actions for second approval.

Responsible for resolving all internal and external Client Finance enquiries within agreed SLAs.

Supporting the wider Client Finance team activities as required.

*"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".*



## 6. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

GCSE level or equivalent in English and Mathematics at Grade C or above essential.

Substantial experience in the financial services sector essential.

Evidence of working to deadlines and challenging environments.

Accuracy and attention to detail.

An organised and methodical approach to working.

Excellent interpersonal skills with the ability to communicate at all levels, to both financial and non-financial people and adapting content and style to help understanding.

Ability to work independently and as part of a team, contributing positively to team culture and creating an engaging, supportive and professional environment

Positive and proactive approach to change and actively looking to improve processes and procedures.

Computer literate, specifically good Excel, Word and Outlook skills

Maintain confidentiality

## 7. JOB DESCRIPTION AGREEMENT

**We confirm that this conveys a full and accurate description of the job.**

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: