

Job title: Cash Posting Officer

Line manager: Cash Posting Team Leader

Grade (if applicable): 5

Direct reports: N/A



Role purpose:

The primary objective of the Cash Posting Officer is to accurately receipt income received from tenants, various local authorities, and government agencies such as the DWP, ensuring correct allocation to individual customer rent accounts. You are responsible for reconciling income streams to maintain accurate financial records and ensure payments are correctly reflected in the system.

The role requires excellent organisational, numerical, reconciliation, and team-playing skills, with the natural ability to build effective relationships within the Collections Team and with key internal and external stakeholders. A strong aptitude for numbers and intermediate Excel skills (advanced desirable) are essential, along with investigative and probing skills when automated processes have not worked.

Key results:

- To ensure that customer receipts are accurately recorded on the rent ledgers.
- To be responsible for ensuring that multiple payment solution receipts are updated on our systems, e.g., housing benefit, allpay, universal credit, bank transfers, direct debits, etc.
- To manage the team inbox on a rotational basis, ensuring that queries are responded to efficiently and appropriately.
- To deal with queries from internal and external customers to resolve missing payments and clear items from the suspense accounts.
- To perform reconciliations to ensure that all payments are reflected on resident accounts and that automated processes have successfully run.
- To demonstrate an understanding of audit practices and a commitment to compliance within a regulated environment, preferably financial.

Success metrics:

- Ensure all customer payments are allocated in an accurate and timely manner.
- Keep the value of suspense at a minimum.
- Efficiently and timely resolution of any queries regarding cash posting.
- Demonstrate accuracy over speed to ensure correct allocation of payments.
- Contribute ideas and continuous improvement initiatives to enhance processes.

About you:

You will be:

- A great communicator both written and verbally, tailoring messages for different audiences.
- A flexible and adaptable team player who collaborates effectively.
- Organised, conscientious, and able to use initiative in managing workload and inbox responsibilities.
- Detail-oriented, ensuring high accuracy in all tasks undertaken.
- Committed to delivering excellent customer experience, embodying Peabody values.
- Willing to learn and take ownership of tasks, understanding the impact of your role within Peabody.

Version Date:

Signed off by:

You will have:

- Proven attention to detail, high accuracy, and ability to work on a variety of tasks simultaneously.
- Proven time management and prioritisation skills.
- Investigative and problem-solving skills, particularly when automated processes fail.
- A proficient level of technical competency in coding, posting, and reconciliation.
- Ability to plan and organise resources to meet deadlines.
- A keen sense of ownership and initiative in the workplace.
- Ability to identify areas of weakness and take corrective action.
- Effective written and verbal communication skills.
- Ability to process matters logically and efficiently.
- Experience working in a regulated environment, preferably financial.
- An understanding of audit practices and their importance in compliance and accuracy.
- An appreciation of how the role contributes to Peabody's mission and the impact it has on residents and customers.