
JOB DESCRIPTION

Job title: Apprentice – Finance Operations Officer

Grade: B

Department: Finance Operations

Apprenticeship Qualification to be studied: Business Administration Level 3

Main purpose of the job:

- Ensure prompt and accurate recording of all transactions on donor accounts
- Perform reviews of receipts to ensure compliance with CAF's KYC/AML guidelines
- Preparation and submission of Gift Aid claims and processing of receipts from HMRC

Responsible to: Finance Operations Team Leader

Budgetary responsibilities: None

Responsible for (staff/jobs): None

Job Responsibilities

- Deliver exceptional customer service by ensuring all receipts are applied to donors' accounts in an accurate and timely manner. Understand fully the procedures for applying cheque, bank and card payments whilst keeping up to date with process changes
- Ability to review receipts in line with CAF's AML/KYC guidelines for all products. Identify any payments which are not in line with history and referring to the relevant department for further investigation minimising any potential risks
- Perform transaction monitoring via a specific suite of reports, fully understanding the individual requirements for each process. Ability to use investigation skills to resolve anomalies
- Prepare and submit Gift Aid Claims to HMRC ensuring the quality of data has been checked and Gift Aid Declarations are up to date
- Reconcile and process Gift Aid receipts from HMRC
- Ability to answer clearly and concisely and within agreed SLA's complex queries which are submitted by various departments within CAF
- Challenge current processes and procedures and actively contribute to improving working practices within the team
- Able to demonstrate time management and prioritisation to ensure daily tasks are completed in accordance with deadline and SLA's, taking ownership of work items and overseeing their resolution

- Take responsibility for own personal development and training ensuring knowledge of all Finance Team processes is kept up to date
- Keep up to date with changes within CAF and undertake training in new processes and methods, showing an ability to adapt easily and acquire new knowledge in order to carry out BAU to a very high standard
- Ensure all paperwork is scanned/filed/saved correctly and in a timely manner and in line with GDPR regulations
- Deliver team's work to agreed compliance framework and ensure that work processed is compliant with internal and external requirements

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Dated: May 2024

PERSON SPECIFICATION

Job title: Finance Operations Officer

Date: May 24

Attributes	Essential ✓	Desirable ✓	How Evidenced *
Experience Previous financial services experience, minimum 1 year* Previous experience of processing bank account transactions, including direct debits and card transactions. Experience of performing reconciliations to identify unprocessed transactions Experience of claiming and processing Gift Aid Experience in answering complex queries with ability to problem solve and offer solutions Experience in producing detailed Process Notes	✓	✓ ✓ ✓ ✓ ✓	A/C
Qualifications Good standard of education including – Grade B for GCSE Maths and Grade C for GCSE English Min 2 A Levels (or equivalent) at Grade B in Finance related subjects	✓	✓	A/E
Specialist skills/ability/knowledge Knowledge of AML regulations Good Word & Excel skills Effective communicator by telephone & writing		✓ ✓ ✓	A/C/T
Communication Able to share knowledge, articulate problems and issues Able to communicate effectively by telephone and in writing	✓ ✓		A/C
Personal qualities Drive to ensure excellent customer service Team player, willingness to help and contribute Able to show initiative Demonstrates a positive attitude and ability to motivate self Good organisational skills Pro-active and adaptable to change Excellent time management Analytical & a problem solver	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		A/C
Special conditions Flexibility with hours		✓	C
Prior to Appointment All posts: <ul style="list-style-type: none"> • Credit Check • Dow Jones Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK 	✓ ✓ ✓ ✓ ✓ ✓		R/E



*Key: R= References E= Evidence/certificates A= Application C= Competency interview T=Testing/assessment