



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Cash Officer

Department/Division: Finance

Accountable to: Cash & Reconciliation Manager

Job Summary:

The post holder will form part of the Cash Management team which sits within the wider Fees, Income and Credit Control team (FICC). The post holder will support the Cash and Reconciliations Manager primarily but will also be expected to work closely with both the Cash Officers and a Cash Assistant.

The principal responsibilities will be:

- Assisting with bank reconciliations
- Assisting with Halls banking and reconciliation
- Engage with outgoing payment stakeholders within LSE
- Assisting with Bankline (Bank Account Portal) outgoing and incoming receipts
- Assisting with FX dealing and charges
- Assisting with reporting on merchant and transactional costs
- Refunds and returns reconciliation
- Assisting with Petty Cash operational
- Support on financial controls & compliance including money laundering
- Ensure guidelines around Payment Acceptance Strategy (PAS) are adhered to
- Assist with U.S Federal Loan reconciliation
- Assist with reconciliation of fee income generation across all ledgers managed by FICC
- Maintain confidentiality of the Schools affairs in relation to financial information accessed through duties of the role.



Duties and Responsibilities

Knowledge and Experience

- To accurately identify transactions and process these receipts daily using the Schools Financial system One Finance and Halls system Rezlynx.
- To process Suspense account after authorisation from the FICC Management.
- Monitoring internal and external queries received via the Schools Salesforce platform, resolving queries from customers, students and staff professionally.
- Providing excellent customer service to internal and external customers.
- Work closely with the Customer Support and Credit Control and Compliance Teams within FICC to ensure objectives are met and queries are resolved in a timely fashion.

Communication

- To convey complex and detailed information (by phone, written correspondence and in person) in a clear, appropriate, and concise manner.
- To report (orally and in writing) to the Cash and Reconciliations Manager on all operational and administrative and work.
- Communicate effectively with other members of the team to provide timely information.
- Communicate effectively with the wider Finance Division to help them meet their objectives.

Service Delivery

- Ensure procedures and processes are followed.
- Assist with monitoring all cash book entries including cash, cheques, credit or debit cards, online payments and batching of receipts and payments.
- Support Cash and Reconciliation Manager in ensuring monthly reconciliation of all bank accounts and month-end closing of cashbook completed in a timely manner.
- Liaise with various parts of the School to resolve any reconciling items that are outstanding in a timely manner.
- Assist with the development, documentation, implementation and maintenance of robust financial procedures and controls in the Cash Management section.
- Assist with monitoring cash level in different currency accounts and make necessary transfers to minimize School's currency risk.

Initiative and Problem Solving

- Identifying and matching incoming receipts according to type, Sales Ledger or General Ledger.
- Assisting with monitoring of unidentified receipts in the Suspense account.
- Resolving or reporting any anomalies discovered to the Cash and Reconciliations Manager.
- Identifying any errors and resolving mistakes by journals.
- Raising and chasing queries with the bank, outside agencies and internally.

Planning and Organising

- Plan and organise your own workload to meet section and divisional objectives.



- To prioritise and make logical, independent decisions about tasks.
- Ensure task due dates allocated via MS Planner are met.

Teamwork and Motivation

- To contribute and participate in the Cash Management team and also the wider FICC team and divisional objectives.
- To be ready to help other team members as and when required.
- Ad hoc duties as required.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.