

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Senior Cashier

## **College/Department**

Finance

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0684-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Cashier Team Leader

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

To ensure that an effective, customer focused, and responsive cashiering service is provided for both internal and external customers.

## **Principal Accountabilities**

**Cashiering**

1. Deliver the day-to-day operation of the cashier office to achieve internal and external targets and deadlines. Ensure a high degree of assurance in the integrity of our operations by ensuring all actions and decisions are transparent.
2. Ensure the accurate and timely posting of all income and the accurate and timely transmissions of all outgoing payments.
3. Liaise with the Bank over operational issues and monitoring of bank accounts.
4. To ensure Cashier policies and procedures are documented, acted upon and support both the Financial Regulations and the Finance Department in the achievement of its goals. To assist with initiatives in the department that involve a required change in process or procedure. Deliver future proof outcomes by thinking ahead and anticipating future needs and challenges.
5. To support debt management by front line intervention with students and referral to Finance colleagues as appropriate.
6. Support high profile events such as enrolment, welcome day and graduation to ensure their smooth operation in accordance with the Financial Regulations.

**Customer Service**

1. Ensure an inherent customer service ethos within self and team. Champion a continuous improvement in service delivery to raise the profile of the team.
2. Gain co-operation and support from peers in other colleges and departments to improve the cashiering service.
3. Challenge internal systems and procedures that don’t focus on customer needs.

**Training**

1. You will be expected to attend Forums, workshops and informative events throughout the year and maintain awareness of organisational change ensuring that you respond positively to support the vision.

**Reporting and Reconciliation**

1. You will be expected to have knowledge of cashbook processes, BACs transmission and bank reconciliation and understand the impact the cashier transactions and processes have on other areas within the Finance Department e.g. Treasury, Accounts Payable, Accounts Receivable and General Ledger.
2. Ensure that timely and accurate information is available to support effective decision making i.e. cashbooks up to date, all nominal entries posted and failed transmissions recorded.
3. You will be expected to adopt a forward-thinking approach by identifying and reporting any risks that might ‘surprise’ at a later date to the Cashier Team Leader.

**General**

1. You will be expected to seek and adopt best practice, maintain a high level of accuracy in all outputs and provide a flexible approach to delivering deadlines.
2. Work with influence across the University by developing and sustaining relationships.
3. You will be fully aware of the health and safety responsibilities to you.
4. Promote and exemplify the University’s values.
5. To carry out other duties or projects consistent with the role and level of the post as may be required from time to time.
6. To continue personal and professional development under the support and guidance of the Cashier Team Leader and senior finance colleagues.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* GCSE Maths and English Grade C or above

#### **Experience**

* Experience of input into Financial Ledgers
* Demonstrable experience of working in a Finance Office
* Understand impact of cashier transactions & processes on other areas within Finance e.g. Treasury, AP, AR, GL

#### **Skills, knowledge and abilities**

* Resilient, proactive and adaptable to change
* Ability to deliver to tight deadlines in a demanding environment
* Drive and determination for excellence
* Accuracy and attention to detail
* Proven ability to liaise and negotiate with customers
* Proven ability to prioritise workloads
* IT literate with sound digital skills
* Excellent communication skills with the ability to persuade, influence and engage

#### **Business requirements**

* Ability to work autonomously and as part of a team
* Ability and commitment to work additional hours, to include evenings and sometimes weekends, to meet deadlines as appropriate and with reasonable notice

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)