

Job Description

Job title:	Finance Apprentice (Customer Payments)
Reports to:	Customer Payments Team Leader
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

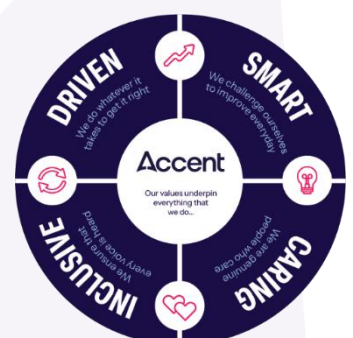
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Customer Payments Apprentice, you will support the Customer Payments team in accurately posting transactions to customer accounts. This role will help ensure that customers' payment experiences are seamless and timely. You will develop valuable skills in income processing, banking, and customer communication, contributing to Accent's overall financial and business goals.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As an apprentice, you will be encouraged to align your work with our core values by actively contributing to team objectives, displaying a willingness to learn, and maintaining a customer-focused approach. We believe in fostering a culture of inclusion, and as part of your learning journey, you will gain insight into how to apply innovative thinking to deliver quality services to our residents. By adopting a proactive and driven mindset, you will be well-positioned to make the most of the opportunities available and become an integral part of our team.



Key Responsibilities and Duties

- Support the Customer Payments team by ensuring that all receipts and payments are posted to customer accounts accurately and on time, using systems such as Unit 4 and Active H.
- Process income through various methods including Housing Benefit schedules, Universal Credit, Direct Debits, standing orders, and swipe card payments.
- Respond to customer queries quickly and effectively, providing clear communication and solutions to payment-related issues.
- Process refunds and other account adjustments in line with agreed policies and timescales.
- Assist in maintaining the team's shared inbox and task box, ensuring queries are addressed in a timely and organised manner.
- Regularly report to the Customer Payments Team Leader on outstanding balances and reconciliation items to ensure that they are appropriately managed.
- Assist with checking the amendments of direct debits for customers who only pay by direct debit in line with agreed timescales
- Support the team with day-to-day tasks, providing excellent customer service and ensuring efficient operational processes are maintained while developing a clear understanding of department functions.
- Positively and proactively participate in on-the-job training, job shadowing, and cross-functional learning experiences to broaden your understanding of the business and its operations.
- Collaborate with your manager and colleagues to meet learning objectives, applying theoretical knowledge from your qualification in practical work scenarios.
- Complete assignments, projects, and practical tasks required by your apprenticeship programme, ensuring that deadlines are met, and standards of work are maintained.
- Attend regular training sessions and workshops as part of your qualification requirements, actively engaging with learning materials to develop your professional skills.
- Maintain accurate records of your work experience and achievements as part of your portfolio, ensuring all documentation required for your qualification is up to date.
- Contribute to team meetings and discussions, sharing insights gained through your learning and supporting team initiatives as appropriate.
- Follow all health and safety procedures and organisational policies, ensuring a safe and inclusive working environment for yourself and your colleagues.
- Actively seek feedback from mentors and colleagues to continuously improve your skills and knowledge base, demonstrating a commitment to personal and professional growth.

The must haves:

- Willingness to complete a qualification while working.
- Maths and English GCSE grade 4 or above (or equivalent).
- Basic understanding of customer service principles and a strong commitment to delivering high-quality service.
- Strong organisational skills, with the ability to balance work and learning responsibilities effectively.
- Good communication skills, both verbal and written, with a positive and proactive attitude towards learning.
- Strong Work Ethic, demonstrating reliability, dedication, and a proactive approach to learning and task completion, with the ability to maintain motivation and high performance in a dynamic work environment.
- Good interpersonal skills able to effectively engage with colleagues and stakeholders, fostering positive relationships and collaboration.
- Teamwork and Independence, able to work collaboratively within a team, contributing to shared goals, while also showing the ability to work independently, manage time effectively, and take initiative on individual tasks
- Ability to follow instructions and work under the supervision of experienced colleagues, showing attention to detail and a commitment to accuracy.
- Strong computer literacy skills, with a willingness to learn finance systems and software.

The added extras:

- Interest in developing a career in finance or customer service.
- Familiarity with basic financial processes or reconciliation techniques.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.