



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Reconciliation Officer

**Reports to:** Finance Manager

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### **Main purpose of the job**

To support the Finance Team with areas of income recognition, reconciliation and sales ledger functions

To ensure the effective and smooth running of banking, direct debit and credit card operations specifically, but not exclusively relating to, ROH Digital Stage - meeting all reporting and compliance requirements, and with clear controls in place

To maintain a good overall understanding of business aims and requirements of designated projects and work to key priorities as required

To support a strong team ethic, and a culture of high performance, excellent customer service, continuous development and continuous improvement

### **Main Responsibilities**

Working to the priorities set by the Finance Manager:

#### ***Bacs and Direct Debit***

- Ensure the smooth operation of the direct debit systems linked to Digital Stage
- Maintain payment records and liaise with the Visitor Experience Team to ensure Tessitura recodes are up to date
- Follow correct direct debit procedures in terms of communications with customers around payments and changes, plus recording the same
- Reconcile payments received to orders placed by customers, reporting and following up and rejected collections

#### ***Banking and Payments***

- Review and maintain the Digital Stage bank account reconciling all transactions
- Ensure all records have been entered and allocated within finance systems
- Support with payments ensuring they are correctly authorised and processed accurately and on time
- Post journals and reconcile as required

#### ***Credit Cards***

- Reconcile credit card transactions taken through various channels for sales identifying and rectify any discrepancies such as incorrect amounts, double charging and refunds
- Ensure that all charges and refunds which have not been processed automatically are processed manually on a daily basis
- Liaise with credit card providers and customers where necessary to resolve disputes over payments, charge backs or refunds
- Support other departments within the organisation with any payment related queries
- Circulate the Daily Banking Reconciliation as required
- Prepare and complete all year end processes and reconciliations issuing relevant documentation as required
- Support with monthly processing and reconciling company purchasing and visa cards

### ***Sales Ledger and Credit Control***

- Support with the sales ledger function within the team
- Support with credit control for customer accounts
- Support with the preparation of general finance (non Box Office) invoices and statements to customers
- Support with posting of receipts, fx differences and bank charges to the finance system and allocated accordingly
- Liaise with customers over queries and credit control to ensure prompt payment of invoices
- Support with reconconciliation of control accounts and issue reports as required

### ***Compliance***

- Follow department procedures to ensure that all data is handled in accordance with data protection and GDPR requirements
- Follow department procedures for controls, risk management and compliance
- Liaise with internal and external auditors as required

### ***Relationship Management***

- Maintain positive relationships with suppliers
- Liaise with colleagues throughout the organisation to resolve queries and workflow issues and escalate to the appropriate support function where required
- Build strong working relationships across the organisation and with suppliers based on mutual trust, understanding and service delivery
- Support information flow and efficient workflow within the team and with other Finance colleagues

### ***Project Support***

- Undertake any work to support implementation of projects or agreed changes within the team
- Work with different departments to support them and their needs in the roll out of any projects
- Respond to external or internal queries from client departments as required

### ***Continuous Improvement***

- Keep in touch with best practice and compliance requirements, new technologies or developments relevant to the role
- Manage own learning and continuous professional development relevant to the role; undertake any training or development if needed
- Uphold a culture of collaborative working, team working and a high standard of service delivery
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Contribute to a culture of innovation and continuous improvement

### **Key Performance Indicators**

- Support an effective, smooth running service, meeting all required standards, including compliance
- Delivery of accurate reconciliation records, journals and reports to timelines requested
- Work effectively to meet deadlines and organise workload and priorities.
- Effective team working and relationship management with designated departments, project teams and stakeholders
- Support of best practice and continuous improvement within the team

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience**

#### **Finance Processes and Systems**

- Experience of direct debit processing and reconciliations
- Aptitude for reconciliation work and ability to work unsupervised on tasks of an investigative and problem-solving nature
- Able to support procedures for effective internal controls and improved efficiencies
- Good understanding of compliance procedures and GDPR requirements when handling customer and payment data
- Excellent numeracy skills
- Experience of working with different finance software packages, able to learn new systems and become operational in a short period of time
- Highly proficient MS Office user, with advanced experience of Excel and Word

#### **Service Delivery**

- Good track record in delivering accurate, high quality work and reporting to deadlines and to required standards
- Able to manage own workload effectively to meet deadlines and deliverables
- Strong organisational, workflow management and administrative skills with a solution focussed approach
- A meticulous and methodical approach
- Consistent performance under pressure and able to work to changed priorities when needed
- Able to work under own initiative and flexible approach to work

#### **People Skills**

- Able to communicate effectively at all levels within an organisation
- High standard of written and verbal English
- Strong relationship building skills and ability to manage relationships based on mutual trust, understanding and service delivery
- A team player, willing to play a full role in ensuring the success of a small, highly focussed team

#### **Continuous Improvement**

- Ability to work to and support a culture of continuous improvement
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

*Note: This Job Description reflects the current situation. It does not preclude change or development that might*