

JOB TITLE:	FINANCE ASSISTANT
JOB HOLDER:	VACANT
DATE UPDATED:	NOVEMBER 2025
REVISION (HR Office Use):	

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## 1 MAIN PURPOSE OF THE JOB

Supporting the Transactional Finance Team in the delivery of timely and accurate financial information and the delivery of compliant efficient and diligent financial practices which facilitate the assessment of the Institutes financial performance and sustainability.

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## 2 POSITION IN ORGANISATION

The Finance Assistant is a key role required to support the Transactional Finance Team, reporting to the Transactional Finance Manager. The role supports the operations of the Finance team and collaborates with the Financial Accounting and Finance Planning and Analysis team and will act as a key collaborator with the Institutes International staff and members.

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## 3 DIMENSION & LIMITS OF AUTHORITY

This role has access to sensitive accounting information

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## 4 SKILLS & EXPERIENCE

- Understanding of accounting, finance, and management principles
  - Demonstrable experience in an accounting/finance team environment
  - Strong communication and interpersonal skills
  - Ability to deliver information clearly and accurately with strong attention to detail to maintain accuracy of financial records.
  - Ability to work to tight timescales, organised and flexible, with a focus on excellence.
  - A confident IT user with good Excel skills and an ability to pick up new IT systems quickly.
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## 5 DUTIES &amp; KEY RESPONSIBILITIES

<b>Membership Income:</b>	<b>50%</b>
<ul style="list-style-type: none"> <li>- Support the CIOB renewals cycle, ensuring all key milestones and SLAs are met.</li> <li>- Responsible for taking customer payments (all methods) to include processing, allocating and reconciling member refunds.</li> <li>- Manage membership related queries, via shared mailboxes and Finance Service Desk ensuring that SLAs are met, and queries are resolved.</li> <li>- Assist with the Finance system and Bank to CRM reconciliation process for UK, HK and China income, ensuring the integrity and consistency of institutes data and financial reporting:</li> </ul> <p>To include:</p> <ul style="list-style-type: none"> <li>▪ Journal postings (double entry bookkeeping)</li> <li>▪ Update and capture relevant subscription receipt data to the spreadsheets and the CRM system.</li> <li>▪ Income/receipt allocation and matching</li> <li>▪ Manual calculation and input of transactional data</li> <li>▪ Supporting the department with daily, weekly, monthly tasks and adhoc reconciliations</li> <li>▪ Suspense account reconciliations</li> <li>▪ Supporting a rigorous process for recording income ensuring analysis and coding is accurate at all times.</li> <li>▪ General administrative duties to support the team and renewals process accordingly.</li> <li>▪ Work in collaboration with the Financial Accounting team to ensure compliant international processes.</li> </ul>	
<b>Credit Control:</b>	<b>30%</b>
<ul style="list-style-type: none"> <li>▪ Support the timely and accurate processing of new customer accounts, invoices, credit notes and receipts ensuring all are compliant with the institute's process/policies and tax requirements.</li> <li>▪ Support customer account maintenance and credit control ensuring that the CIOB and it has subsidiaries maintain accurate high quality receivable records.</li> <li>▪ Strengthen and grow relationships with internal and external stakeholders through timely processing of invoices and receipts, exercising integrity and confidentiality.</li> </ul>	
<b>Delivering Excellence:</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• Providing excellent customer service through responding to queries with SLA's and contribute to achieving forecasted retention rates ensuring a smooth efficient customer journey. To include: <ul style="list-style-type: none"> <li>▪ Follow company processes and procedures relating to Data Protection</li> <li>▪ Effectively respond to applicant and member payment enquiries within set standard operating procedures.</li> <li>▪ Query management through to resolution</li> <li>▪ Support the retention campaign by calling members as per contact list and training/call scripts</li> <li>▪ Provide support/cover for the team during absence to ensure high levels of customer service and key processes are maintained.</li> </ul> </li> </ul>	

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

**BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.**