



Role Title: Childcare Systems Administrator

Department: Childcare Head Office

About the role

You will be an enthusiastic team player with a keen eye for detail, able to deliver a first-class customer service to our parents and nurseries. You will be responsible for the administration of the Nursery Management System. This includes ensuring that all payments are accurately applied to parents' accounts, all financial processes including invoicing and administering refunds, creating new accounts when parents register and administering any booking changes.

What you'll be doing

- Monitor all central admin inboxes ensuring all queries and requests are actioned within agreed SLAs.
- Set up new child accounts with contact details, booking patterns, discounts, funding and billpayer information.
- Action any requests for changes of booking patterns or termination of places.
- Apply all payments on the nurseries' bank statements to the nursery management system accurately and in a timely manner working to agreed SLAs.
- Apply all nursery payments that are not on the bank statement to the nursery management system accurately and in a timely manner working to agreed SLAs. These include, but are not limited to, salary sacrifice payments, Co-op Childcare Vouchers, internal transfers and refunds.
- Facilitate the refunds process, checking all submitted refunds requests for accuracy, recording the refund on the nursery management system and submitting the refund paperwork to the Bacs team.
- Run invoices accurately and on time and send to parents each month.
- Responsible for the accurate set up of Direct Debit payment plans.
- Responsible for minimised levels of debt on accounts.

- Liaise with Finance Banking Assistants to identify and correct any payment errors within the nursery management system within agreed SLAs.
- Liaise with relevant nurseries to ensure all required information is completed to timeframes.
- Resolve all account issues raised by nurseries and customers, ensuring a high standard of customer service at all times.
- Work in conjunction with Manager to identify any risks and flag any breaches in control.
- Ensure all required reporting is completed within agreed timeframes and to a high standard.

About You

- Excellent IT skills required, particularly with Microsoft Excel and Outlook.
- Experience using CRM, Nursery Management or Finance systems preferable.
- Open and honest
- Strong attention to detail
- Reliable
- Excellent communication
- Committed
- Excellent customer service skills
- Solution focused and problem solver
- Team player

Scope

- Reports to: Commercial Operations Manager
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Society suppliers.