

Transactions Officer

Salary: £28,641 - £31,068 per annum (Grade 5)

Contract: Full-time (36.5 hours per week), Permanent

WJEC is excited to be inviting applications for a Transactions Officer to join the team.

The role:

The Transactions Officer will play an important part in keeping our financial processes running smoothly. You will accurately process and maintain sales and purchase ledger transactions, taking ownership of a section of the sales ledger. This role helps ensure our financial records are up to date and reliable, supporting effective cash flow management and the wider Finance and Procurement team. You will act as a key point of contact for customers and suppliers, building positive working relationships and handling queries in a professional and timely way.

The person:

We're looking for someone who is confident working with financial information in a fast-paced environment. You will have strong IT skills, and a good understanding of basic accounting principles. You'll be a clear and professional communicator. You're comfortable handling queries, resolving issues, and constructively challenging where needed, with the confidence to investigate discrepancies and see issues through to resolution.

The benefits:

At WJEC, we pride in being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays) adjusted for part-time/compressed working patterns, free Welsh lessons, a generous pension scheme and numerous family friendly policies. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

WJEC operates a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. As such, applications are invited from individuals across the UK but please note that regular working from our Cardiff will be required.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Sarah (she/her) in our HR team (HR@wjec.co.uk), who will be more than happy to help.

Closing date: 23:59, Monday 04 May 2026

JOB DESCRIPTION

Job Title:	Transactions Officer
Department:	Finance & Procurement
Section:	Transactions
Responsible to:	Transactions Team Leader
Grade:	5
Location:	Western Avenue

Main purpose of Job:

The Transactions Officer role is responsible for accurately processing and maintaining both sales and purchase ledger transactions with responsibility over an allocated portion of WJEC’s Sales Ledger. The role is key to maintaining accurate records, supporting cash flow management, and supporting the Finance and Procurement Department to ensure smooth and efficient financial operations. The Transactions Officer role is a key point of contact with customers and suppliers, ensuring these stakeholders are managed professionally.

Principal Duties and Responsibilities:

Bank Reconciliation and Transactions

- Retrieve and maintain accurate financial statements, ensuring all required documents are obtained and securely stored.
- Process transactions posted directly to the bank account within agreed timeframes, ensuring all receipts and payments are recorded accurately.
- Reconcile all bank accounts within established schedules to ensure balances are accurate and complete.
- Prepare and produce reconciliation reports at month-end for review and sign-off by the Head of Transaction Processing, ensuring all supporting documentation is accurate and complete.
- Identify, investigate, and resolve discrepancies or anomalies in bank transactions and reconciliations promptly, ensuring accuracy and compliance with agreed timeframes.

Bank Payments

- Initiating electronic bank payments as required, ensuring that all payments have been appropriately authorised and ensuring that the information provided to the banking system is accurate.

Expenses and Teacher Release claims

- Provide financial support for processing high-volume examiner expense and Teacher Release claims.
- Verify examiner attendance and ensure no duplicate claims have been submitted.
- Check that each claim complies with relevant WJEC policies, adjusting where necessary for items not covered.
- Assign appropriate financial codes to all claims.
- Ensure claims are processed within the agreed payment window, escalating any exceptions as required.

Examiner Bank Account Changes

- Authorise the setup or changes of bank accounts via the Appointee Management Portal in accordance with provided guidelines.
- Resolve any queries or discrepancies regarding bank account changes, including liaising with the Appointee where appropriate.
- Maintain accurate records of authorisations and communications for audit and compliance purposes.

Sales Ledger/Credit Control

- Responsibility for an allocated portion of WJEC's Sales Ledger, with full responsibility for account maintenance and credit control, being the first point of contact with the customer.
- Process and post all sales invoices and credit notes in line with company policy.
- Ensure all receipts have been posted accurately and in a timely manner.
- Monitor customer accounts and proactively follow up on overdue balances by issuing statements and reminder letters in line with credit control policies and agreed timeframes
- Investigate and resolve customer queries or discrepancies promptly and professionally.
- To analyse customer accounts for any overpayments. To propose customer refunds as appropriate with supporting evidence for approval in accordance with WJEC's Financial Regulations.
- Prepare regular aged debtors reports.
- To review, maintain and report to the Transaction Team Leader on the bad debt provision on a quarterly basis.
- Support the month-end process by reconciling ledger balances and providing required reports.
- Assist with audits and provide documentation as required.

Debtor (Customer) Setup & Maintenance

- Set up new customer accounts following the Finance compliance procedures.
- Verify and document customer information.
- Maintain accurate debtor records and update customer data as needed.

Supplier Setup & Maintenance

- Create new supplier accounts in the finance system in line with company approval procedures.
- Verify supplier information and documentation (e.g., bank details, VAT numbers, contact details) before setup.
- Ensure supplier details comply with internal controls, anti-fraud measures, and regulatory requirements.
- Maintain accurate and up-to-date supplier records, including address, payment terms, and contact information.

Purchase Ledger Responsibilities

- Enter supplier invoices onto the Finance Invoice Register accurately and in a timely manner.
- Ensure invoice received dates are recorded to support Prompt Payment Practices reporting requirements.
- Process ad-hoc invoices and manual credit notes in accordance with company procedures.
- Maintain accurate invoice records by saving and organising documentation in the relevant supplier folders for audit and reference purposes.
- Maintain accurate and up-to-date supplier details, ensuring any changes are reflected in the system promptly.
- Respond to and resolve supplier queries in a professional and timely manner.
- Process other ad-hoc transactions and postings related to the Purchase Ledger as required.
- Liaise with suppliers to obtain missing or updated information when required.

Other

- **Financial Controls:** Work with the Head of Transactions Processing to ensure that effective accounting and control systems are in place for WJEC and its subsidiary company in respect of transaction

processing related financial processing, communicating and documenting these processes and ensuring they reflect WJEC's policies and procedures.

- **Internal and External Audits:** Contribute to all purchase and sales ledger process related audits and work with the Head of Transactions Processing to monitor progress with regards to implementing audit recommendations as necessary.
- **Projects:** to coordinate and participate in improvement projects as directed by the Director of Finance and the Head of Transactions Processing, working with the wider Finance Department and organisation as required.
- **Fixed Assets:** to support the Financial Accountant with controls over Fixed Assets, including the management and undertaking of regular verification exercises.
- Other duties commensurate with the grade, contributing to a team approach to workload demands elsewhere within the Finance team.
- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.

Person Specification

Job Title:	Transactions Officer
Department:	Finance & Procurement

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Proficient in MS applications including intermediate level in Microsoft Excel and Word.
- Good communication skills and interpersonal skills with the ability to establish effective working relationships at all levels with colleagues and senior financial and non-financial managers.
- Analytical and problem-solving ability, capable of identifying areas of non-compliance and implementing appropriate corrective actions.
- Good attention to detail and ability and confidence to scrutinise and challenge constructively.
- Ability to work in a highly pressurised environment and work to changing deadlines effectively.
- Ability to work independently as well as within a team.
- Demonstrates a customer focused and responsive approach that improves service delivery.

Desirable

- Ability to communicate through the medium of Welsh.

Knowledge

Highly Desirable

- Working knowledge of Access Dimensions software, particularly Purchase/Sales Ledger and an appreciation of cost centre structure.
- Understanding of basic accounting principles and practice.

Experience

Highly Desirable

- Experience of dealing with conflict and navigating difficult situations effectively.
- Demonstrated experience of investigating complex ledgers and establishing solutions.
- Experience of communicating confidently with stakeholders at all levels.
- Previous experience with reconciling bank accounts and investigating any anomalies.

Desirable

- Experience of working within Finance functions in the Education Sector.

Training / Qualifications

Highly desirable

- Educated to A level standard or equivalent qualification or demonstrable experience for the role.

Desirable

- AAT/CAT Qualification or equivalent experience or the interest in studying towards the qualification

Other Requirements

The following competencies (behaviours and characteristics) have been identified as key to success in the job:

- **FOCUSING ON INTERNAL AND EXTERNAL CUSTOMERS AND BUSINESS NEEDS** – Meets the needs of customers and understands the business.

- **COMMUNICATING EFFECTIVELY** – Demonstrates high quality interpersonal and communication skills.
- **DELIVERING OUTCOMES** – Strives for and encourages continuous improvement and consistently delivers high quality services and products.
- **MANAGING SELF AND PERSONAL SKILLS** – Takes personal responsibility for own development and the development of their team and always acts professionally.
- **ANALYTICAL THINKING** – Able to simplify basic problems, processes or projects into component parts, explore and evaluate them systematically.
- **PLANNING AND ORGANISATION** – Able to think ahead in order to establish an efficient and appropriate course of action. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines and resources.
- **INFLUENCING AND PERSUADING** – Able to present sound and well-reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.
- **MANAGING RELATIONSHIPS AND TEAM WORKING** – Able to build and maintain effective working relationships with a range of people.

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Swyddog Trafodion / <i>Transactions Officer</i>		
Cyflog / <i>Salary:</i>	£28,641 - £31,068 y flwyddyn (pro-rata lle y bo'n gymwys / <i>£28,641 - £31,068 per annum (pro-rata where relevant)</i>	Gradd / <i>Grade:</i>	5
Gwyliau Blynyddol / <i>Annual Leave:</i>	25 diwrnod (182.5 awr) y flwyddyn. Mae CBAC hefyd yn darparu 16 diwrnod (116.8 awr) i gyfrif am Wyliau Cyhoeddus a chyfnodau Cau CBAC (gwyliau ychwanegol). Mae'r lwfansau hyn yn cael eu haddasu ar gyfer staff sy'n gweithio'n rhan-amser neu batrymau gweithio cywasgedig. <i>25 days (182.5 hours) per annum. WJEC also provides 16 days (116.8 hours) to account for Bank Holidays and WJEC Closure periods (Additional leave). These allowances are adjusted for staff who work part-time or compressed working patterns.</i>		
Pensiwn / <i>Pension:</i>	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
Math o Gytundeb / Contract Type:			
Oriau Gwaith / Working Hours:	Hyd y Contract / Length of Contract:		
<input checked="" type="checkbox"/> Llawm-amser / Full-time	<input checked="" type="checkbox"/> Parhaol / Permanent		
<input type="checkbox"/> Rhan-amser / Part-time	<input type="checkbox"/> Tymor penodol / Fixed-term		
Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i>	36.5	Dyddiad gorffen arfaethedig / <i>Planned end date:</i>	Amh <i>N/A</i>
		Rheswm dros y cyfnod penodol / <i>Reason for fixed-term:</i>	
Arall / Other:			
Cyfnodau prysur llwyth gwaith / <i>Workload Peaks:</i>	Amh <i>N/A</i>		
Dull Ymgeisio / Method of Application:			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 23:59, dydd Llun 04 Mai 2026.			
Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Monday 04 May 2026.			