Waythrough

Job Description

Job Title	Lead Payments Officer
Function	Corporate Services
Department/Team	Finance/Finance Operations
Reports to	Payments Manager
DBS Check Level Required	Basic
Grade/Job Evaluation Level	TBC
Salary Banding	TBC
Created/Reviewed date	September 2025

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within the Finance Directorate the Financial Operations function includes the transactional finance teams of Payments, Revenue and Treasury. With the purpose to support the strategic direction and long-term viability of the organisation and its subsidiaries through the delivery of robust transactional finance across the group. The provision of accurate and timely transactional finance management supports safe and efficient service delivery and safeguards the financial sustainability of the Group

Purpose of the Role

Reporting to the Payments Manager the Lead Payments Officer will provide financial support. Assisting the Payments Manager to deliver

Waythrough's payments service across the group. Providing support with coordination and delivery of key workstreams and an efficient, accurate and timely payments service, in accordance with organisational financial controls and regulations.

Key Accountabilities
(List of accountabilities specific to this role)

Service Delivery

- Support the Payments Manager with coordination and delivery of key workstreams within the payments team.
- Accurate and efficient processing and reconciliations of financial transactions and payments, complying with all relevant policies, processes and legislation.
- Addressing and resolving payment queries effectively. Escalating potential risks and changes to the payments manager.
- Supplier accounts; maintaining accurate supplier management records. Processing transactions and payments and performing reconciliations and aged reporting analysis, ensuring discrepancies are resolved in an efficient manner.
- Workforce Expenses: Processing weekly payments and internal audit of workforce expenses. Resolving queries in a timely manner.
- Credit card: Processing requests in line with SLA. Resolving queries in a timely manner.
- Payments service desk: Reviewing and dealing with service desk requests and queries. Responding in line with SLA requirements.
- Preparation and completion of month end processes in line with organisational commitments.
- Adhering to financial controls, policies and processes.
- Attending fraud training as required and escalating any suspicious or potential risk activity immediately.

Performance

- Completion of individual KPI's and supporting the fulfilment of the transactional finance teams KPI's.
- Collaborating with and supporting transactional teams and colleagues.

Development and engagement

- Support with the maintenance and continuous improvement of financial systems surrounding all aspects of Waythrough's processes and financial systems.
- Supporting the treasury and payments manager with reviewing payment solutions, implementing change effectively.
- Support a culture of collaborative and supportive working across the finance function.
- Develop and maintain strong relationships within the finance functions and internal and external stakeholders.

General Accountabilities (List of accountabilities applicable to all roles)
• Model our organisational values that sets the tone for people across the organisation. • Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose. • Seek opportunities to develop, learn and continuously improve so that we can develop high quality services. • Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding. • Keep abreast of latest developments and good practice in own professional areas. • Promote and adhere to the organisation's equality, diversity and inclusion approach. • This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information
• n/a

Values

Our Values
• **Kindness** - Be generous, caring and compassionate • **Courage** - Be bold, trust, commit • **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
Relevant qualification(s) in accountancy or equivalent experience	E

Skills	Essential or Desirable
Good knowledge of accounting procedures	E
Excellent numeracy skills, attention to detail and time management skills.	E
Good verbal and written communication skills, with the ability to communicate effectively with a wide range of people and develop effective working relationships.	E
Ability to work autonomously and maintain ongoing areas of responsibility.	E
Good organisational and sound decision making skills, coupled with an understanding of appropriate escalation.	E
Proficient in Microsoft Office programmes	E

Experience	Essential or Desirable
Experience in coordinating workstreams.	D
Experience in transactional finance.	E
Good knowledge of accounting procedures.	E
Knowledge of supplier and payments procedures.	D
Experience of improving financial processes.	D
Experience of the sectors in which Waythrough operates.	D