

Financial Services Support Officer

Job Description and Person Specification

Directorate:	Finance and Governance	Service:	Finance
Responsible to:	Senior Finance Systems and Payments Officer	Responsible for:	n/a
Grade:	5 - £25,992 to £27,711 as per 1 April 2024		
Location:	Civic Centre		

Job Purpose:

To support the Council's finance function in the provision of quality services. To ensure the accurate entry of data into the Council's financial systems. To ensure the prompt processing of purchase orders, payment requests, payment card transactions and the payment of invoices.

Key Tasks & Responsibilities:

- To maintain the accounts payable process, ensuring all incoming invoices are dealt with in accordance with audit requirements.
- To generate purchase orders and payment requests as required.
- To act as first point of contact in respect of incoming enquiries regarding outstanding invoice payments/disputes.
- To enter data into the Council's financial systems including bank income, cash postings and journal adjustments.
- To assist in the production and monitoring of monthly performance monitoring reports including reviewing outstanding/overdue payments and following these up with managers.
- To assist in the production of monitoring statistics for payment of invoice indicators and processing of purchase orders.

- To respond to requests for information, as appropriate, to assist with the annual budget and end of year processes and undertake all duties and responsibilities necessary for the efficient management of the Council's finances.
- To undertake any other duties commensurate with the grade and experience of the post holder.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Numeracy and Literacy ability at NQF level 3 for example A levels	Essential	Application





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good numeracy skills	Essential	Application/Interview
Previous accounts payable experience and ability to work as part of a team	Essential	Application/Interview
Excellent communication skills	Essential	Application/Interview

Extensive use of accountancy packages and PC based financial packages such as spreadsheets	Essential	Application/Interview
Must be adaptable and self-motivated	Essential	Application/Interview
Able to work to deadlines with a high degree of accuracy and with minimum supervision.	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Working in a Finance environment	Essential	Application/Interview
General administrative/clerical experience	Essential	Application/Interview
Payment of invoices	Essential	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction
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Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Michelle Black

Date: July 2025

Post Holder Signature:

Date: