

Job Description

Job Title	Senior Payments Officer
Grade	Band G
Reporting To	Payments and Contracts Control Manager
JD Ref	BUS0093G(B)

Purpose

To provide comprehensive administrative and financial support to operational services and promote a customer focused service in conjunction with other Council service providers.

To ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures, data protection and legislative requirements.

Provide advice, guidance, and support both to customers and colleagues on services, policies and processes including non-routine enquiries to ensure that correct procedures are being applied and act as a point of escalation for more complex and sensitive issues.

Main Duties And Responsibilities

- Calculating and processing financial transactional data on the financial ERP system including more detailed and/or sensitive reports and correspondence, providing reports and statements as requested by managers with due regard to confidentiality and safeguarding.
- Assist in the training and mentoring of colleagues to help to alleviate complaints and legal challenges.
- Develop constructive working relationships with colleagues and customers.
- Promote self service to customers and support them to do this via mediated facilities e.g., the Supplier Portal
- Responsible for ensuring the accuracy of information and payments that impact on budgets or financial controls.
- Monitor and reconcile large budgets, producing financial reports and statements as requested by managers with due regard to confidentiality.
- Undertake a range of financial management processes, including processing electronic files, emergency & Ad-Hoc payments, processing orders, resolving non-standard issues, budget monitoring, reconciling accounts,
- Creating daily BACS files and other payment files where required.
- Ensure supplier information is recorded and maintained, assisting suppliers with training on the supplier portal where required.

- Apply knowledge and understanding specialist areas such as VAT and CIS to determine an appropriate course of action that produces a consistent and accurate result. Ensure verification of supplier details with HMRC to assess deductible rates. To offer guidance and support to other members of staff in determining the best course of action.
- Ensure that financial transactions and document management is timely, accurate and in compliance with Council KPI's, policy, procedures, and legislative requirements.
- Contribute to the development and improvement of processes and systems by sharing ideas, identifying problems, and offering possible resolutions.
- Ensure workloads of others are prioritised and deadlines achieved within agreed performance targets.
- Follow financial processes without supervision.
- Resolve subsequent issues arising from own work and that of others within the team.
- Managing and supporting the Payment Officers in their day to day duties.

Role Specific Knowledge, Experience And Skills

Qualifications

- GCSE Maths & English at grade C or above or equivalent proven financial experience.
- ILM Level 3 qualification or working towards

Knowledge & Skills

- Extensive practical and procedural knowledge in Accounts Payable including VAT & CIS.
- Able to work as part of a team and the ability to work to deadlines.
- Able to prioritise own workloads and that of junior staff members.
- Comprehensive skills in the use of Microsoft applications including Word, Excel, and Outlook
- Able to communicate and develop excellent working relationships.
- Able to work on own initiative and work effectively with conflicting demands and within specified timescales.
- Ability to analyse information and make an appropriate decision on a course of action.
- Demonstrate a comprehensive understanding of financial processing procedures.
- Understanding of confidentiality requirement

Experience

- Experience of data input entry to financial systems.
- Experience of working within a procurement, finance, or business environment
- Experience of communication with internal and external contacts
- Experience of supporting and advising other members of staff



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL

Desirable Criteria

- Knowledge and experience of working in local government.

Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

Health & Safety Considerations: Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Steve Boyd, Head of Service

Date Of Approval: 09/12/2024



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