

Job Details

Job Title: **PAYMENTS OFFICER**

Post Number: POST000163

Directorate: Resources

Section: Payments

Post Grade: Tier: 5, Grade: D

Responsible to: Payments Manager

Responsible for: Not applicable

Job Purpose

- Responsible for processing purchase orders, managing invoices, and ensuring timely payments; collecting debts from sundry debtors and the public; and assisting with payroll and allowance payments to ensure accuracy and punctuality in line with council obligations.

Main Responsibilities

- Administration of changes to payroll including but not limited to expenses for Members and staff, ensuring timely and accurate pay.
- Process concessionary fare applications and issue Gold Cards in accordance with current concessionary fares regulations and the client's (Derbyshire County Council) scheme to promote improved mobility for the elderly and disabled.
- Communicate with customers, debtors and suppliers in person, by telephone and by letter in a timely and effective manner.
- To provide advice and guidance to customers, debtors, suppliers and other key stakeholders on purchase orders/invoices and sundry debts.
- To negotiate repayment plans with debtors in line with established parameters under the guidance of the manager.
- To ensure that invoices are paid in line with the Corporate Key Performance Indicators through effective liaison with services and external organisations.

- Responsible for administration of the payment of invoices in a timely and accurate manner to enable the Council to meet its obligations to suppliers and creditors.
 - Responsible for the running of effective periodical system routines associated with payment of supplier invoices.
 - Maintain records including the system available to ensure records are up to date and accurate at all times.
 - Produce relevant reports and statistical information as required for audit or other purposes.
 - Provide general administrative support to the service as required.
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Decision making

- Responsible for making decisions on payment arrangements directly with a customer to ensure sustainable repayments against sundry debt.
 - Responsible for decisions associated with workload priorities and deadlines to ensure key performance indicators are achieved.
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Financial Responsibilities

- Responsibility for monitoring payrolls and ensuring correct accounting for deductions of Tax, National Insurance and Pensions payments to ensure accuracy of payments.
 - Responsible for the effective collection of Sundry Debts and effective payment of invoices in line with the Council's Financial Regulations and Scheme of delegation.
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Key Contacts / Relationships

- Suppliers and creditors to deal with enquiries on payment of invoices.
 - Debtors to negotiate repayments of debt
 - Elderly and disabled people regarding entitlement to and issue of bus passes concessionary travel passes.
 - Employees and managers of the council on payroll related queries
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Head of Revenues & Benefits**

Date: **May 2025**

Version: **1.1**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: PAYMENTS OFFICER

Post Number: POST000163

EXPERIENCE

Essential Criteria

- Experience of administrative procedures and of working with computerised systems *A / I / T*
- Experience of working in an accounts payable setting with knowledge of Purchase order raising, invoice payments *A / I / T*
- Experience of dealing in an accounts receivable setting with knowledge of debt recovery *A / I / T*
- Experience of working in a payroll setting *A / I / T*

Desirable Criteria

- An awareness of legislation relevant to finance or debt recovery or payroll/tax *A / I*
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QUALIFICATIONS

Essential Criteria

- GCSE English and Maths at Grade 4/C or above (or equivalent qualification) or demonstrable work experience in related areas *A / I / T / D*
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SKILLS & KNOWLEDGE

Essential Criteria

- Ability to work on own initiative and to apply judgement in a relevant financial setting *A / I / T*
- Ability to deal competently, sensitively and diplomatically with customers, sometimes in difficult situations, at the same time promoting a positive and caring image for the council *A / I / T*
- Able to demonstrate a clear understanding of the importance of confidentiality and data protection, with the ability to handle sensitive information discreetly and in line with organisational and legal requirements *A / I / T*
- Good working knowledge of Microsoft Excel and other MS packages *A / I / T*
- Good numeric and literary skills. *A / I / T*

Desirable Criteria

- A good knowledge of local government procedures and systems for the administration of pay, allowances, financial systems or debt recovery *A / I / T*
 - Knowledge of the OneAdvanced e5 financial management system *A / I*
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OTHER REQUIREMENTS

Essential Criteria

- An enthusiastic attitude, willingness to learn
 - Team player committed to quality of work
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ASSESSMENT KEY:

A Application | *I* Interview | *T* Test | *D* Documentation

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