

**ROLE DESCRIPTION**

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| **JOB TITLE** | **POST NUMBER** |
| Finance Officer (Transactional Services) | S1102, S1103, S1104, S1105 |
| **DIRECTORATE** | **LOCATION** |
| Financial Services | Hailsham |
| **GRADE** | **OTHER ALLOWANCES** |
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| **KEY WORKING RELATIONSHIPS** | **INTERNAL/EXTERNAL** |
| 1. **Internal:** 2. **External:** | All officers of the Council  General public, officers of other public authorities,external auditors, Government Departments, other agencies and organisations. |
| **STATUTORY RESPONSIBILITIES/LEVEL OF ACCOUNTABILITY** | |
| **JE Criteria D Accountability:** The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability | The post holder is responsible for undertaking accounts payable/receivable with minimum supervision |
| **ROLE OVERVIEW** | |
| To be part of the Transactional Services Team to provide processing of accounts payable, accounts receivable, income receipting, bank reconciliation, credit control, and the import of transaction files from feeder financial systems. | |
| **SERVICE OVERVIEW** | |
| The finance team at Wealden is responsible for managing an annual revenue budget of ~£21m and a five year Captial programme totalling £28.6m. The 14 person strong team, consisting of a number of qualified accountants and accounting technicians, support budget holders and the Senior Leadership Team on a variety of tasks, not limited to budget setting, monitoring, closing of accounts, grant applications and returns, and business cases. | |

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| **ROLE RESPONSIBILITIES** |
| **JE Factors: C/D/E/F/H/J – Managerial & Supervisory Responsibility, Accountability, Independence of Action, Complexity and Direction, Pressure of Work**   * Create accounts receivable invoices and credit notes, including importing files from feeder systems and ensuring periodic payments are billed at the right amounts and on the right dates. Duplicate check new customers for building control prior to them being raised. * Undertake accounts receivable credit control and recovery processes for your own caseload – pro-actively chasing up payments by letter and by telephone, liaising with the relevant departments internally, and undertaking debt recovery actions in accordance with the relevant procedures and timescales. Where appropriate identify accounts for write off and follow procedures for writing off. Process refunds for accounts in credit as required. Create new direct debits following the relevant control and security procedures, set up instalment plans. * Record income received from all sources, including direct debits, bank transfers, debit and credit card payments, and payments made via Paypoint on the receipting system and allocate appropriately in the accounts receivable ledger. Collect and compile daily income figures and email to heads of services. Complete the daily bank reconciliation including matching within the finance system and loading the daily bank statement. Daily clearing of card payments in query. * Control and clearing of rent and sundry suspense account with income correctly transferred accordingly following relevant control procedures. * Carry out invoice scanning, purchase order matching, input of non-purchase order invoices ensuring correct authorisation has been given. Deal with manual process of invoices that have queries. Processing of recurring charges invoices. Monitoring and processing of invoices received via the cloud system. * Produce the payment run for authorisation and create the BACS file remittances. Creation of the accounts payable payment runs for suppliers and for the payment of housing benefits, and ensure periodic payments are made on time. Create periodic BACS files for collection of Sundry DD’s. Monitor the BACS emails and deal with any recalls or rejects in a timely manner. * Monitor outstanding good receipts and where required follow up with the relevant department to ensure goods receipt notes are entered and supplier invoices approved promptly in line with our target of paying invoices within 30 days. * Approval of new customers and supplier and amendments to these in the financial system following the relevant control and security procedures, * Respond promptly and accurately to queries from internal and external customers both on the telephone and by e-mail. Monitor and manage the transactional service team shared e-mail inboxes. * Undertake other general administrative duties including dealing with post received, photocopying, scanning and filing. * Abide by the Council’s Equal Opportunity Statement which makes a commitment to promote equal opportunities and race equality in Wealden. * Act in accordance with the Council’s Health and Safety policy to take reasonable care for your own health and safety and that of others who may be affected by your work activity. * Perform any other duties as may be required from time to time, which may include tasks such as monthly bank reconciliations and preparation and submission of returns to HMRC. |
| **Special Conditions (as relevant to role) JE Factor K Working Environment**  There may be a requirement to work additional hours at peak times of activity. |

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. You will be expected to be flexible to respond to change and organisational need.

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| **Additional Information** | |
| Standards of Conduct | You will be required to comply with the Council’s Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Council, Members, Colleagues and all those who have dealings with the Council, including customers and suppliers.  To positively demonstrate the Wealden values yourself and to continue to build the culture of the Wealden values through the appointment, management, appraisal and development of staff (as well as third party providers). |
| Safeguarding | You will be required to be committed to safeguarding and promoting the welfare of children and adults with care and support needs and report any concerns that may arise in the course of your duties. |
| Health & Safety/Risk Management | Wealden District Council’s Health & Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co‑operate and comply with management instructions regarding H&S issues and report all accidents, incidents and problems to their supervisor, manager or other senior members of staff, in line with the H&S policies.  You will need to be compliant with the Council’s risk management policies and procedures. These describe the Council’s commitment to risk management, the recognition that our aim is to protect colleagues and visitors from harm, and stress that all colleagues have a responsibility to minimise risk. |
| Governance Standards | Comply with the relevant governance standards applicable to the Council as communicated to the post-holder from time to time. |
| Data Protection | To comply with Council Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of staff and customer information. |
| Confidentiality | Council colleagues are required to ensure that information about customers and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18). The Council’s Data Security and Protection policy ICT policies provide guidance on how this can be achieved. |
| Communication | To encourage innovation and positive challenge through effective involvement, motivation and communication with Officers, Members, Partners and other Stakeholders, actively promoting the Council’s reputation and image as an employer of choice. |
| Digital/  Records Management | To direct the identification, development and implementation of digital and other systems and procedures which are aligned to the Council’s Drive to Digital Strategy and are shaped to reflect our customers’ and stakeholders’ needs.  To maintain Council customer and staff records (both paper and electronic) in accordance with Council policies. |
| Freedom of  Information | To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Council Freedom of Information procedures. |
| Security | To comply with Council policies to ensure there is a safe and secure environment that protects Members, staff and visitors and their property, and the physical assets and the information of the organisation. |
| Other duties | Participate in such non-routine duties as elections and Emergency Planning as directed by the Chief Executive to include, where appropriate, the setup of a Rest Centre. |
| Freedom to Speak Up  (Whistleblowing) | You have responsibility for customer and staff welfare and should raise any concerns relating to a breach of Council policies and procedures with your manager or refer to HR for alternative options. |
| Environmental Impact | You will ensure compliance with the Council’s environmental management policies and procedures. These describe the Council’s commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards. |
| Performance review | This Job Description will be used as a basis for individual performance review between you and your line manager.  The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April and may develop to meet the changing needs of the service. You will need to take due account, in the way they achieve the key result areas, of Council policies and procedures. |
| Equality and Diversity | To take responsibility and comply with the Council’s Equal Opportunities policy (which makes a commitment to promote equal opportunities and equality of all protected characteristics in Wealden), Officers’ Code of Conduct, Data Protection and other relevant policies, procedures and legislation, to ensure these are embedded and applied throughout the service in both service provision and employment issues. |

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| EVALUATION FACTOR GUIDE |
| **A – Education** You should identify the minimum requirements for the job for the job to be performed competently. |
| This factor relates to the level of education/formal training/qualification that indicate the "mental ability" required for the job to be performed competently. This does not necessarily mean that a specific jobholder has obtained the qualifications referred to (they may have acquired the knowledge by another route), nor that a specific jobholder has only the qualifications referred to. |
| **B - Proven Ability** This factor gauges the skills and aptitudes needed for the jobholder successfully to apply the mental ability assessed under Factor A so as to perform the job competently. |
| . These attributes may have been gained through successful exposure to work of a similar type or order, but may equally well have been acquired via some other route altogether. |
| **C - Managerial and Supervisory Responsibility** This takes account of the degree to which the job holder is expected to manage people and the requirement to perform or act in a specialist “advisory” capacity. |
| This factor examines managerial and staff responsibilities, with balance being struck between controlling a large number of staff carrying out routine tasks and a small team carrying out complex assignments requiring professional skills. It may also include staff without a formal management responsibility but who delegate some work to more junior staff. |
| **D - Accountability** The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability. |
| This factor examines accountability for operations, equipment, procedures and projects, some of which may not carry managerial or staff responsibilities. The level of responsibility is related to the impact of the job on end results and the consequence of errors. |
| **E - Independence of Action** This factor takes account of the freedom to act, the extent to which procedures are followed and the involvement/input into the formulation of strategy. |
| This factor examines the extent to which initiative can be used and decisions taken by job-holders. In essence, this covers freedom to operate. |
| **F - Complexity** This factor relates to the spread and types of different skills/activities involved in the job and considers the depth and degree of complexity required versus the routine nature of the job. |
| This factor examines the variety and diversity of tasks and challenges faced by the job-holder linked to the range of skills required. |
| **G - Relationships** This factor takes account of the degree of people contact in the context of internal/external, the level and the nature. |
| This factor examines the extent to which the work involves contact with people inside and outside the organisation, the level and importance of these contacts and the impact of the results of the relationship on the reputation and performance of the organisation. |
| **H - Direction** This factor assesses how the work is generated and the frequency of checking/review against progress. |
| This factor is akin to independence. It is, in fact, the opposite of independence and examines the constraints that are in place to act as a check on jobs. |
| **J - Pressure of Work** This factor relates to the mental and physical pressure. It is important to recognise that work volume is not considered within this factor. |
| This factor examines the mental and physical stress inherent in jobs. |
| **K - Working Environment** This factor takes account of the working conditions normally encountered when carrying out the job. A consistent assessment should be considered for discrete groups of employees. |
| This factor examines the physical environment within which jobs operate together with other physical factors, such as mileage, overseas travel etc. |

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| **PERSON SPECIFICATION** |

| **CRITERIA** | **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Experience** | Some experience of undertaking accounts payable and accounts receivable work. | **✓** |  |
| Specific experience of credit control or debt recovery work. |  | **✓** |
|  | Some experience of BACS and Bank Reconciliation |  | **✓** |
|  | Some experience of working in an office environment. | **✓** |  |
|  | Some experience of providing excellent customer service. | **✓** |  |
| **Qualifications/**  **Education**  **JE Factor A** | Good standard of literacy and numeracy to GCSE English and Maths Grade C or above, or equivalent. | **✓** |  |
| **Knowledge** | Has excellent ICT skills in MS Office, particularly Excel. | **✓** |  |
| Some experience of use of computerised financial information systems | **✓** |  |
| Understands Data Protection issues and Freedom of Information issues |  | **✓** |
| **Skills and aptitudes**  **JE Factor B** | Non-judgemental approach to people’s circumstances and an empathetic and sensitive approach to customers. | **✓** |  |
| Has a personal commitment to equalities and mainstreams equalities into all activities. | **✓** |  |
| **Personal attributes** | Demonstrates good interpersonal skills. | **✓** |  |
| Communicates effectively verbally, in writing and able to deliver clear, effective presentations. | **✓** |  |
| Occupational Requirement to have a command of spoken English sufficient for effective performance. | **✓** |  |
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| **PERSONAL VALUES & BEHAVIOURS** | |
| **General Competencies** | |
| **Agile**  **Embracing & supporting change** | **Caring**  **Well being** |
| * Responds positively to change and has a ‘can do’ outlook * Constantly looking to improve what we do * Keeps up to date with job knowledge and undertakes learning and development * Learns from others and help other people learn | * Looking after each other’s wellbeing * Bringing a friendly, positive approach to work * Delivering the best possible outcome focussed service to our customers * Responds to customers positively, promptly and with courtesy |
| **High Performing**  **Performance focus** | **Together**  **Team working & effective** |
| * Committed to the work of our teams and of the Council * Carries out work with quality and accuracy * Focused on the clear goals we need to achieve * Making efficient and effective use of resources * Constantly striving to delivery best possible ‘value for money’ | * Actively building good working relationships within and across teams where appropriate * Offers help and co-operates with others to get the job done * Ensuring everyone knows what they need to know and hear it from the right source * Being open and transparent about what we are doing * Committed to two-way communication * Reflects and promotes Wealden’s culture and values |

**Management Competencies**

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| **Mandatory training standards** | **Other minimum core competencies and skills (where appropriate)** |
| * Performance Management (including appraisals) * Recruitment and Selection * Risk Management * Stress Management * Finance for budget holders * Sickness Absence monitoring * Grievance, Disciplinary & Capability Proceedings * Health and Safety * Ethics | * Coaching employees * Managing change * Managing employees who work remotely * Report writing * Presentation skills * Having that difficult conversation * Commercial awareness and acumen * Corporate * Decision making * Accountable |
| **Caring** | **High Performing** |
| * Understands customer needs * Regular 1-1s with employees (at least quarterly) * Gives recognition, praise and feedback to employees * Promotes and delivers a safe and healthy environment * Effective sickness absence management * Completion of job evaluation work * Supports new employees through induction and probation actions | * 100% completion of appraisals * Appraisal Action Plans reviewed * Effective budget management and control * Manager and employees attend mandatory training * Report writing is completed in a timely fashion |
| **Agile** | **Together** |
| * Actions from service reviews implemented * Employees in their team have the right skills & knowledge to do their job and deal with change * Reviewing ways to improve how we work and/or do things differently | * Regular team meetings and attendance (at least quarterly) * Communicating the Council’s Vision, Priorities and Service Objectives * Attendance at manager/conferences and employees briefings * Commitment to working in partnership |

**Leadership Competencies**

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| **Skills** | **Other Behaviour Standards** |
| * Leading the change process and people through change * Building personal resilience * Fostering innovation & commercial acumen * Developing ‘political’ awareness | * High Performing * Delivery of financial efficiency goals * Together * Engage with Members to enhance two way communications and keep relevant * Strong ethical and governance standards * Highly corporate |