Isle of Anglesey County Council

Job Description / Person Specification **PART A**

Job Title: Income Assistant

Post Number: JE2763

Service / Section: Resources Function / Revenues and Benefits Service/Income

Grade: 2

Overall Job Purpose:

To assist the Income Team in raising Sundry Debtor invoices, undertake tasks to support the efficient administration of collecting payments and provide customer care and support to Anglesey residents with regards to Sundry Debts and general Revenue queries and payments.

General: To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main Duties / Responsibilities:

1. Receipting card payments via the telephone and receipting of cash/cheques payments sent to Income Section.
2. Downloading electronic payments (received by external contractor) and import to Income Management System.
3. Coding income received on the Authority's General Bank Account and Santander Account and manually input such transactions to Income Management System.
4. Carrying out end of day routine as to cash receipting.
5. Opening and dispatching of post securely in line with procedures, including dispatching cheques, payslips and remittance advices.
6. Recording the receipt of documentation received on the Council's systems to ensure these are linked to the correct process.
7. Scanning and indexing of documentation for the Document Imaging System.
8. Raising sundry debtor invoices and debtor referencing.
9. Assisting with income monitoring and recovery.
10. Assisting with reconciling school meals income.
11. Day to day administration of the filing system.
12. Weekly depositing of cheques/cash received in the Income Team at the Authority's bank.
13. To work as part of the Income Team undertaking the duties listed above as agreed with the Income Team Leader; advising and dealing with enquires over the telephone, face to face at the Council Offices and updating the relevant systems accordingly.
14. To ensure that Income administration support complies with the Council's policies and national legislation relating to confidentiality, safeguarding, information sharing and Data Protection.
15. General clerical support to the section and when required, support for other services of the Resources Function.

Customer Service

16. To reply to customer enquiries via e-mail, over the telephone and face to face at the Council Offices with regards to sundry debts, general revenue enquiries and taking payments securely in accordance with PCIDSS, and updating relevant systems accordingly.

Staffing and performance

17. Expected to achieve personal and team targets with regard to the administration systems that support the work of the team.
18. Attend staff meetings and any other training events as required.

Health & Safety

19. Ensure own personal health and safety whilst at work and ensure that any action they carry out does not affect the health and safety of other work colleagues and visitors to the Authority.
20. Ensure that the accident and incident-reporting form (ADIR) is completed in all appropriate instances. Ensure that all incidents or potentially violent or abusive individuals are properly recorded on the Corporate Risk Management Scheme.

Administration

21. To work in accordance with the workload allocated by their line manager or document workflow processes.
22. Ensure that computer records are updated accurately and detail / reasons of decisions made or interviews undertaken are updated.

Data Protection

23. The post involves dealing with large amounts of sensitive personal data. The postholder will ensure that such data is kept secure at all times having regard to the Data Protection Act and Social Security Acts.
24. Ensure that any data is used only for the purposes prescribed in law. Failure to ensure this could result in disciplinary action and/or criminal prosecution by the Authority or the Department for Works and Pension.

Person Specification:	**Essential (E) Desirable (D)**
1. Education and Training	
The minimum educational requirements/professional or vocational qualifications for the post	
1.1. 3 GCSEs, NVQ Level II or equivalent including mathematics (or equivalent).	**E**
1.2 5 or more GCSEs, NVQ Level III or equivalent.	**D**
1.3 Educated to A Level standard or equivalent.	**D**
Any specific training required for the post Incl. Certification	
2. Key Competence Requirements	
Job related knowledge Critical for effective performance	
2.1 Experience of similar work in an office environment.	**D**
2.2 Familiarity with spreadsheets and word processing packages.	**D**
2.3 Working knowledge of Data Protection Legislation.	**D**
Specific skills critical for effective performance	
2.2.1 Good interpersonal and organisational skills.	**E**
2.2.2 Good time management skills.	**E**
2.2.3 To be able to prioritise work effectively.	**E**

3. Personal Attributes Personal values and characteristics which should be demonstrated in performing the duties of the post 3.1. Flexible and able to work as part of a team. 3.2 Be conscientious. 3.3 Good communication skills with staff and public. **4. Personal Circumstances** Job demands which, if not met, could constrain effective performance in post 4.1 Be able to work additional hours over and above contracted hours when the job requires. 4.2. Being able to work from a location other than Llangefni if needed.	**E** **E** **E** **E** **D**

Position in the Organisation:	
Reports to:	**Income Team Leader**
Staff Supervised:	**There is no direct line management responsibility for staff**

Working Arrangements and Conditions:	
Working Week:	Any 5 days out of 7 Monday – Sunday
Identified Work Base:	Anglesey
Contracted Hours:	37

Language Requirements (Please see skills framework attached):

Welsh Language Skills (Please see the skills framework attached)						
Listening (Tick One)		Level 1 ☐	Level 2 ☒	Level 3 ☐	Level 4 ☐	Level 5 ☐
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☒	Level 3 ☐	Level 4 ☐	Level 5 ☐
Speaking (Tick One)		Level 1 ☐	Level 2 ☒	Level 3 ☐	Level 4 ☐	Level 5 ☐

Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☒	Level 3 ☐	Level 4 ☐	Level 5 ☐
English Language Skills (Please see the skills framework attached)						
Listening (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Speaking (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: April 2023

(Part A and Part B need to be completed fully for Job Evaluation Assessment -

PART B

Further Knowledge, Skills and Competencies required for job evaluation assessment (can also be assessed during Interview):

Financial Resources:	
Level:	
Indicative Value: A2,B1 &C1. Deposit at bank approximately £50k weekly of cheques (on a rota basis) and during mail opening duties (on a rota basis) 12,000 cheques received annually.	
Physical Resources:	
Land and buildings - No./area	Value: £ 0.00
Plant / Vehicles / Equipment – Responsibility limited to custody and use of low/medium value office equipment within the team	Value: £ 0.00
Information Systems – No./volume	Value: £ 0.00

Responsible for updating an electronic database system, Civica Debtors and Capita Income Management for Sundry Debtors and income received by the Council	

Delegation: **N/A**

Demands within the job:	
Physical Demands:	The post is office based and the postholder will be based at the Council Offices for the majority of their working week . Will be required on a rota basis to carry deposits to bank.
Mental Demands:	Combination of prolonged mental effort and concentration in completion of complex pieces of work, e.g. meeting deadlines, and intense periods of effort and concentration to respond quickly to unpredictable and varied demands, e.g. need for accuracy and attention to detail in completing tasks such as scanning, indexing and filing and also recording of income received and balancing daily bank statements.
Emotional Demands	The postholder will be required to at times, under supervision, deal with telephone calls from clients, which can occasionally give rise to conflict and stress. Exposure to emotional or distressing circumstances may occur rarely, e.g. dealing with customers who may be experiencing financial difficulties. The post holder will have recourse to refer matters onto an Income Officer or Income Team Leader. There will be occasions where the postholder will come across potentially upsetting situations in relation to debtors. Strict deadlines apply to input and balance bank and giro statements by month end.

Normal Work Location:

☐ Normally office based
☒ Office based but with some site / home / meeting visits
☐ Role involves substantial travelling with occasional visits to identified work base

Business Travel:

☐ No business travel

☒ Some business travel. Postholder may be called upon to provide own vehicle
☒ Some business travel. Council vehicle may be provided to postholder
☐ Postholder employed as driver / required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:
☒ Minimal / normal office environment
☐ Some
☐ Significant

Aggressive / Difficult Clients:
☐ Minimal
☐ Some
☒ Significant

Other Conditions

DBS Check Required:
☐ Enhanced
☐ Standard
☒ Not Applicable

Work Flexibilities / Restrictions

Politically Restricted Post:
☐ Yes
☒ No

Home / Mobile Phone Provided:
☒ Yes
☐ No

Protective Clothing Provided:
☐ Yes
☒ No

Language Skills - Workplace Assessment Levels

(i) Listening:

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading:

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking:

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issu
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period time where necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistanc in terms of revision
5	Skilled – able to compete written work without the need for revision