Finance Business Support Officer

LEVEL: Level 8

ACCOUNTABLE TO: Principal Accountant

SALARY: £27,274 - £29,071 per annum (pro rata for part time hours)

LOCATION: Totnes/Tavistock/Agile

CONTRACT: Permanent

Job Purpose

To deliver a range of financial processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers. This may focus on a particular area of Finance Business Support (e.g. creditors, debtors, payroll or banking)

Role Profile

- Work as part of a busy finance department to deliver a range of processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers
- Prepare and post a range of financial transactions into systems, e.g. invoices, payments, allocating cash receipts etc
- Dealing with both internal and external customers to advise of the correct procedures and processes within clearly defined parameters
- Detailed checking and verification of automated entries between the systems used within the organisation. Challenging, updating and correcting where necessary
- Proactively market the benefits of digital and self-service channels to all customers where appropriate
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved
- Access and accurately update all relevant information systems, both customer and back office
- Actively develop and maintain an extensive working knowledge of the Councils' services, processes and procedures
- Undertake other duties as may be reasonably required

Person Specification

Qualifications

Essential	Desirable
Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths	Educated to A Level standard or equivalent or qualified by strong relevant experience
	Local authority or Finance related qualification
	Degree or equivalent

Knowledge / Experience

Essential	Desirable
Good understanding of financial processes and systems	Broad and detailed knowledge of the Councils' services, systems and procedures
Knowledge and understanding of relevant legislation and processes	Good knowledge of terminology and acronyms used by service areas
Broad understanding of Data Protection legislation	Consultation processing and analysis reporting
Promoting equality in the workplace	Purchasing/procurement administration
Validating and processing data e.g. invoice logging, undertaking reconciliations etc.	
Engaging with internal/external customers.	

Maintenance of databases	
Analysing and processing information accurately	

Skills / Abilities

Essential	Desirable
Proactive, with the commitment to provide excellent customer service – understanding of the customer.	Able to review processes and recommend better ways of working.
Able to communicate effectively both orally and in writing.	Proficient in the use of Council systems.
Financially literate, numerate, accurate and gives due attention to detail.	
Well organised and methodical.	
Team worker with ability to work on own initiative.	
Resourceful and flexible in approach.	
Problem solving and decision-making skills.	
Customer Service skills.	
Good level of IT skills in Microsoft Excel and Office.	

General / Other

Essential	Desirable
Willing to occasionally work out of hours as required (e.g. financial year end).	
An engaging, enthusiastic and positive manner with a strong “can do” approach.	
Willing to undertake relevant training.	

General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.