|  |  |  |
| --- | --- | --- |
|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Business Support Assistant: Creditors | **POST NUMBER:**  |
| **REPORTS TO:** | Business Support Manager |
| **DEPARTMENT:** Business Support Service – CCS | GRADE: 5 |
| **JE REF:** | 4301 | PANEL DATE: | 19/11/2019 |
| 1. | **MAIN PURPOSE OF JOB**Working within an agreed set of priorities and standard operating procedures to provide a prompt and efficient payment service that meets all relevant performance targets, and service level agreements arrangements. Complying and actively supporting the Council’s financial regulations  |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES** |
| i | Maintain up to date knowledge and understanding of Council financial regulations and associated legislation, ensuring the correct control measures and separation of duties are adhered to (e.g. Compliance with corporate Purchase2Pay policy). |
| ii | To communicate both verbally and in writing to internal and external customers, providing information, advice and guidance (e.g. Resolving issues with invalid invoices and discrepancies, queries and complaints). |
| iii | Checking, validating and disputing invoices to maintain an accurate and complete record, ensuring best practice and compliance with corporate standards. |
| iv | Accurately indexing and processing a large volume of invoices, checking authorised approval limits, tax and calculations, using knowledge of the applicable system capabilities and specific methods of processing to support the Council’s Prompt Payment Code commitment.  |
| v | The manual imputing and authorisation of urgent, periodic or cheque payments on a daily basis, including the rectification of any incorrect system transactions (e.g payroll advances). |
| vi | To upload a large volume of data by means of an electronic file. To identify and resolve any errors before payments are made. |
| vii | Working in collaboration with ICT and accountancy, undertake daily payment runs, including the production and checking of the duplicates report, and the provision of remittances. |
| viii | Running and producing relevant control reports and statutory returns to a prescribed deadline to avoid monetary fines (e.g. Construction Industry Scheme report). |
| ix | Set up, amend and maintain creditor accounts, ensuring live data is accurate (e.g. change of bank detail requests are amended in a timely manner, whilst following procedures to protect against fraudulent requests. Subcontractor details for Construction Industry Scheme are verified through HMRC). |
| x | Respond to more complex queries and tasks both manually, and on bespoke systems, whilst co-ordinating with ICT, accountancy teams, banks and customers. |
| xi | To support managers in the gathering and collation of information, and production of reports and other documents. |
| xii | Undertake the full range of administration duties, working co-operatively with team members, to ensure the requirements set out in the service level agreement are met. Providing cover as appropriate. |
| xiii | To undertake training as appropriate to ensure the business needs can be met. Provide training, support and supervision to ensure the transferring of skills, knowledge and experience across the team. |
| xiv | May be required to support special projects/assignments under the direction of the Business Support Manager. |
| xv | Maintain a high level of customer care at all times, acting with integrity and respecting council policies and procedures.  |
| xvi | To contribute to the development and continuous improvement of processes, systems and procedures employed by Business Support, including system testing. |
| **3.** | **SUPERVISION/MANAGEMENT OF PEOPLE*** No direct reporting staff.
* Training of staff within Business Support
 |
| **4.** | **CREATIVITY & INNOVATION** * The post holder will be subject to supervision and procedural guidelines, though will need to think creatively when contributing to the development and continuous improvement of administrative systems.
* Working in collaboration with suppliers, procurement and purchase to pay requisitioners to improve invoicing processes in order to create system efficiencies.
 |
| **5.** | **CONTACTS & RELATIONSHIPS****Internal** * Daily contact with operational and professional officers within all Directorates and associated service areas/teams in the delivery of service requirements guided by the Service Level Agreements.
* Daily contact with supervisors and colleagues, across the areas of responsibility, calling for the exchange of information orally, in writing or electronically where tact and discretion may be required.
* Daily contact with I.C.T, Systems Support, Accountancy teams and Procurement.

**External** * Daily contact with customers to respond to requests for general information, queries and complaints.
* Daily contact with suppliers and contractors for payment of goods and services.
* Some contact with Government Departments and organisations (including regulatory bodies) on operational matters in response to queries for information.
* Contact with the general public, businesses and other agencies, e.g. banks and building societies
 |
| **6.** | **DECISIONS – Discretion and consequences*** The post holder is required to carry out business support associated with the allotted area of responsibility, the majority of which will be covered by available guidance and/or training, and overseen by a Business Support Manager. However, the post holder is required to undertake a range of activities that are guided by legislative requirements, and/or council policy, the misinterpretation of which could lead to official complaints and appeals processes/ may lead to compensation and/or legal cases/ financial impact/damages.
* The post holder will also be required to action customer enquiries and requests, provide advice and guidance to a range of stakeholders. The consequence of providing poor quality information could lead to complaints.
* The post holder will respond to high volume of process data/information, be required to input data/information received, and follow procedures and processes in support of this. Data quality and attention to detail is important in ensuring the accurate processing of information to support a range of business processes. The consequences of inputting inaccurate data lead to additional resources required to cleanse and ‘fix’ data anomalies through the quality assurance process.
* The post holder will deal with highly sensitive, confidential data such as bank details whilst ensuring compliance with Council policies and financial regulations and subject to tight control measures in regard to separation of duties and fraud.
 |
| **7.** | **Resources- financial & equipment**Description Value* Normal Office Equipment
* Daily processing and payment of high value amounts.
 |
| **8.** | **WORK ENVIRONMENT** **Work demands*** All of the tasks will need to be carried out within the expectations set out in service level agreements, which may involve working to deadlines and supporting the achievement of targets.
* The post holder will be required to respond to unplanned work and competing demands, with occasional need to work out of normal office hours e.g. systems testing

**Physical demands*** Normal office environment.

**Working conditions** * Normal office environment

**Work context*** Ability to handle queries of a varying nature, occassionally deal with difficult customers, with the ability to remain professional and positive to resolve the customer’s query.
* The post holder will be expected to maintain a high degree of confidentiality whilst accessing sensitive information.
 |
| **9** | KNOWLEDGE & SKILLS* Educated to GCSE level (or equivalent) or higher, (min. Maths and English to Grade C or higher).
* Experience in dealing with customers and ability to handle potentially confrontational situations
* High degree of computer literacy and experience of working with information technology in an office based environment (word processing, bespoke databases, spreadsheets). Desirable experience of working with a financial management system.
* In depth understanding of Local Government financial policies and procedures including VAT, CIS, etc.
* Highly accurate and numerate with the ability to demonstrate a high level of attention to detail within a timely manner
* Ability to analyse and problem solve using sensitive financial information with understanding of confidentiality
* Ability to interpret and apply a wide range of legislative requirements within a regulated environment.
* Adaptable and responsive to change with the ability to make suggestions and demonstrate willingness to improve processes/ways of working.
* Effective interpersonal and communication skills, both written and oral, including tact and diplomacy when dealing with customer queries.
* Ability to work effectively within a team as well as on own initiative often working closely alongside other financial teams
* Organisational skills, including time and task management, with a proven ability of being flexible and adaptable to changing priorities with tight deadlines.
* Ability to provide on the job training to others, transferring skills and knowledge as appropriate.
 |
| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**Head of Business Support ServicesBusiness Support Manager**This Job: Business Support Assistant: Creditors** |