Job Description

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| **Job Title** | Payments Officer  (Transaction Level 3) |
| **Grade** | Band D |
| **Reporting To** | Manager/Team Leader |
| **JD Ref** | Business Support |

Purpose

Responsible for the delivery of the Payments Service to internal and external customers.

**Main Duties and Responsibilities**

* Calculate, record and process invoices ensuring compliance with relevant legislation and local conventions.
* Inbound and outbound contact with customers in response to enquiries and advise on business transaction processes and outcomes.
* Work to well defined standard business processes to analyse information and perform tasks.
* Ensure documents are processed in accordance with the Council’s retention and destruction policies for both manual and electronic systems e.g. scanning, filing etc.
* Promote self service to customers and support them to do this via mediated facilities.
* Ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures and legislative requirements.
* Regularly operate and maintain business support systems (electronic and manual).
* Routinely process personal and confidential data.
* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Communication, Engagement and Training:**

* Provide and promote a customer focused service.
* Provide advice and guidance to customers/suppliers in relation to business processes and outcomes.
* Develop constructive working relationships with colleagues and customers.
* Assist in the provision and promotion of customer focussed services in conjunction with other Council service providers.

**Data Analysis and Decision-Making:**

* Resolve subsequent issues arising from own work.
* May escalate complex problems to more senior staff.
* Apply knowledge and understanding of the specialist area in order to determine an appropriate course of action that produces a consistent and accurate result
* Analyse and assess data /information to determine outcomes in relation to the payment of invoices.
* Perform data input to business support systems to record and comply with business processes and legislation.

**Performance Management:**

* Ensure workloads are prioritised and deadlines achieved within agreed performance targets.
* Ensure that Performance Management targets/deadlines are met.
* Be proactive in contributing to the achievement of statistical and qualitative performance targets.

**Compliance:** Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Knowledge & Skills**

* Excellent literacy and numeracy skills.
* Good interpersonal and communication skills.
* Demonstrate a comprehensive understanding of transactional processing procedures.
* Knowledge of relevant requirements relating to council tax, benefits, payroll, procurement, safeguarding etc.
* Understanding of confidentiality requirements.
* Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
* Demonstrate comprehensive IT skills e.g. use of Microsoft Office etc.
* Able to work to deadlines.

**Experience**

* Experience of basic data input entry to business support systems.
* Experience of working in a customer service or office environment.
* *Desirable -*  *Knowledge and experience of working in local government.*

Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Joe Blott, Strategic Director

Date Of Approval: 19th December 2014