Job Description

Job Title	Payments Officer
Grade	Band E
Reporting To	Senior Payments Officer
JD Ref	BUS0013G(C)

Purpose

To calculate and process financial transactional data on the financial ERP system, providing advice and guidance to customers/suppliers in relation to transactional processes and outcomes.

To provide and promote a customer focused service in conjunction with other Council service providers.

To ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures, data protection and legislative requirements.

Main Duties And Responsibilities

- Responsible for the delivery of the Payments Service to internal and external customers, developing constructive working relationships with colleagues and customers.
- Calculate, record and process invoices, purchase orders, petty cash & electronic files ensuring compliance with relevant legislation.
- Analyse and assess data/information to determine outcomes in relation to the payment of invoices.
- Perform data input to finance systems to record and comply with business processes and legislation.
- Ensure supplier information is recorded and maintained, assisting suppliers with training on the supplier portal where required.
- Inbound and outbound contact with customers in response to enquiries and advise on financial transaction processes and outcomes.
- Work to well defined standard financial processes to analyse information and perform tasks.
- Promote self service to customers and support them to do this via mediated facilities e.g., the Supplier Portal
- Apply knowledge and understanding specialist areas such as VAT and CIS in order to determine an appropriate course of action that produces a consistent and accurate result.
- Be proactive in contributing to the achievement of statistical and qualitative performance targets and ensure that Performance Management targets/deadlines are adhered to.

- Responsible for ensuring accuracy of information and payments that impact on budgets or financial controls.
- Ensure workloads are prioritised and deadlines achieved within agreed performance targets.

Role Specific Knowledge, Experience And Skills

Qualifications

- GCSE Maths & English at grade C or above or equivalent proven financial experience.

Knowledge & Skills

- Able to work as part of a team and the ability to work to deadlines.
- Ability to analyse information and make an appropriate decision on a course of action.
- Able to communicate and develop excellent working relationships.
- Able to work on own initiative and work effectively with conflicting demands and within specified timescales.
- Able to prioritise workload.
- Comprehensive skills in the use of Microsoft applications including Word, Excel, and Outlook.
- Demonstrate a comprehensive understanding of transactional processing procedures.
- Understanding of confidentiality requirements

Experience

- Experience of basic data input entry to financial systems.
- Experience of working within a procurement, finance, or business environment
- Experience of communication with internal and external contacts

Desirable Criteria

- Knowledge and experience of working in local government.

Additional Information

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

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Steve Boyd, Head of Service
Date Of Approval: 09/12/2024

