

FINANCE SUPPORT OFFICER

Role Profile



| | | |
|--|--|--|
| Title | Finance Support Officer | |
| Grade | GRADE E | |
| Reference: | NI08I | |
| Reports to: | Team Leader | |
| Work style Definition | Office based hot–desk/touch down worker | |
| Job Type: | Semi Professional | |
| Primary purpose of role | To provide excellent business support services to the Financial and Transactional Service, ensuring that all activities and functions provided to colleagues, managers, external stakeholders and customers are efficient and effective. | |
| Key accountabilities and key measures | Role outcomes <ul style="list-style-type: none"> ▪ Deliver administrative functions appropriate to specialism, working within timescales and service level agreements (40%) ▪ Accurate use of digital systems to ensure processes or transactions are administered within guidelines and policies. (20%) ▪ Provide/run basic data reporting for specific service specialism (20%) ▪ Accurate manual and computerised recording of sensitive information and to manage the storage, retention and disposal of sensitive records (20%) | Role measures <ul style="list-style-type: none"> ▪ Efficient delivery of service with high levels of compliance and customer satisfaction ▪ Confidential data and information is securely processed and maintained according to regulations and policies ▪ Reports and information is provided within required timescales ▪ Support the continued development of the business support service by being pro-active and ideas focused for ongoing improvements. |
| Key activities | Generic <ul style="list-style-type: none"> ▪ Work effectively with both internal and external stakeholders to gather relevant information or advice (20%) ▪ Ensure all requests, enquiries, applications, referrals and casework are processed in line with agreed timescales and all follow up actions are undertaken (where relevant) or passed on to the service area (15%) ▪ Maintain customer and client information and data in a confidential manner ensuring compliance with regulations relating to the access, security and processing of personal data. (15%) ▪ To maintain an in depth technical working knowledge of all relevant legislation, policies and procedures and systems. (5%) | |

| | |
|--|--|
| | <ul style="list-style-type: none"> Validate and manage data and information received, collation and production of reporting, provision of statistics and completion of returns. (10%) Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice - supporting a continuous improvement ethos (5%) Undertake Specialist duties as outlined below (30%) Undertake other duties appropriate to the grade of the post <p>NNDR Element</p> <ul style="list-style-type: none"> Undertake national non-domestic business (NNDR) rate transactions, valuations and processes including: collection of BID levy, monitoring arrangements; setting up Direct Debits; processing property reference requests; monitoring empty properties; raising property inspections; conducting Experian and Land Registry searches; conducting site visits; processing bankruptcy; insolvency and receivership and processing write offs etc. <p>Finance Support Element</p> <ul style="list-style-type: none"> Undertake income recovery processes for Adult social care; Client financial services; general income and commercial rent including monitoring arrangements; chasing absconded debtors; issuing county court judgements; prepare court documents and representation; conducting site visits; processing bankruptcy; debt relief orders and involuntary arrangements and processing write offs etc. Oversight of financial transactions and processes for Children's social care including: administration of junior ISAs, ongoing support payments, finance approvals, authorisation of purchasing card transactions, payments for short breaks and SEND funding, processing rents, administration of petty cash etc. Undertake corporate and sundry payment runs for all Directorates <p>Visiting Element</p> <ul style="list-style-type: none"> Visit and assess customers in their homes |
| Essential qualifications/ knowledge | <ul style="list-style-type: none"> GCSE's A*- C (9-4) or equivalent in English and Maths NVQ3 or equivalent qualification or experience in business support <p>A willingness to undertake appropriate learning and development as required</p> <p>Visiting Element</p> <ul style="list-style-type: none"> Full driving licence and access to a vehicle for work purposes |
| Desirable qualifications/ knowledge | <ul style="list-style-type: none"> Customer care qualification/training |

| | |
|-----------------------------|---|
| | <ul style="list-style-type: none"> ▪ Working knowledge of financial systems, budget monitoring, preparation and financial reporting ▪ Basic knowledge of relevant legislation, policies and procedures ▪ User knowledge of corporate financial systems e.g. Civica Financial Systems |
| Essential experience | <ul style="list-style-type: none"> ▪ Experience of using Microsoft Office products and web-based software packages. ▪ Experience of providing an effective and efficient customer service to both internal and external customers in line with policies and procedures ▪ Experience of giving information and signposting customers in a tactful and professional manner face to face, over the phone, online and in writing. ▪ Demonstrable administrative experience with an understanding of office procedures. ▪ Experience of prioritising own workload to ensure deadlines are met. ▪ Experience of planning priorities and working to tight deadlines ▪ Experience of maintaining documents, records and data e.g. financial records, customer records or accounts. ▪ Experience of working within a team. |
| Desirable experience | <ul style="list-style-type: none"> ▪ Experience of working on process improvements ▪ Experience working with multiple stakeholders both internal and external ▪ Experience of organising meetings and of producing the resulting notes, actions points, minutes and reports. |
| Essential skills | <ul style="list-style-type: none"> ▪ Ability to take ownership of issues and see through to a resolution for customers, keeping them informed as required. ▪ Ability to process service requests. ▪ Customer care skills and the ability to show initiative when dealing with customer enquiries. ▪ Communication skills to provide information and signpost customers, some with specific communication needs, when dealing with their enquiries and complaints. ▪ Numeracy skills required for carrying out calculations and ensuring the accuracy of data. ▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters, documents. ▪ Ability to use own initiative and independent decision making, with access to senior staff, to support the day to day delivery of business support. ▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers. ▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines in order to deliver a good service. ▪ Accuracy with a high level of attention to detail |

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.