# Job Description and Person Specification

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| Job title  | Finance Officer – Sundry Debt |
| Strategic team/Directorate  | Finance |
| Service  | Finance |
| Business unit | Systems & Redesign |
| Responsible to (day to day issues) | Principal Finance Officer – Sundry Debt |
| Accountable to (line manager)  | Principal Finance Officer – Sundry Debt |
| Salary grade (spinal column points only) | 07 - 11 |
| JE ref | FIN40 |

# Key Purpose of Job

* 1. To assist with the administration & management of sundry debt across the Council’s debtor system including liaison with the Care Trust’s Debt Recovery Team and other outside organisations we support
	2. To complete the daily / monthly Bank Reconciliations for the Council
	3. To support the Systems Manager in the provision of financial and management information

# Anticipated outcomes of post

* 1. Council maximises its income and improves cash flow
	2. Debt is managed and reported in line with the Council’s Debtors Policy & Financial Regulations
	3. Timely prevention of fraudulent bank entries

# List key duties and accountabilities of the post

* 1. Assist with the development and implementation of the Debtor Policy and associated procedures across the Council.
	2. To process unallocated cash, returned cheques and recalled Direct Debits; and the administration of payment arrangements to ensure that they meet the Council guidelines.
	3. To carry out the daily Bank Reconciliation matching process and produce the Monthly Reconciliation Statements required for all of the Councils bank accounts
	4. To balance & produce the Monthly Reconciliation Statements for Credit & Debit Card Income and Waybill Income
	5. To carry out or oversee/cover the daily reconciliation of the Debtor Control Accounts and associated control checks
	6. Provide cover & support for the helpdesk and essential update of the Financial Systems (including occasional support for the Payments Input Team)
	7. To ensure that relevant procedure notes are kept up to date
	8. Trace missing Debtors where possible to pursue outstanding debt
	9. To resolve queries (via correspondence, email, over the phone and in person) with regards invoicing and recovery of debt
	10. Assist in overseeing the production of bills & reminders with the printing section and external print provider, central dispatch, and the administration of credit notes
	11. Assist with the processing of quarterly write-offs on the system and input into the review of procedures & policy
	12. Monitor monthly reports from FIMS (Financial Information and Management System) sundry debts.
	13. Regular system reconciliation and assistance with the closedown and year end balancing
	14. Administration of the Debtor database including the reporting and addressing of duplicate records.
	15. Ensure that the principles of the Data Quality & Data Protection Policies are applied and that users of the Financial Information & Management System are made aware of their responsibilities with regards these policies
	16. Assist in sundry debt training of new FIMS users
	17. Upload monthly journals for internal Non-Domestic Rates, Council Tax & BIDS

# Budgetary/Financial Responsibilities of the post

* 1. None

# Supervision/Line Management Responsibilities of the post

* 1. None

# Working environment and conditions of the post

* 1. Normal office working environment and conditions.

# Physical demands of the post

* 1. Normal office duties.

# Specific resources used by the post

* 1. Usual IT equipment and accessibility for office working and home working.

# Key contacts and relationships

**External**

* Debtors/Customers of the Council
* External Partners including Torbay Care Trust, and TDA Ltd
* Collection Agencies
* Department of Work & Pensions
* Schools & Academies

**Internal**

* Internal - All internal departments seeking information or advice on payment of debt relating to their service and/or requiring help from the Finance System helpdesk
* Specifically - Payment Team, Income Section, Corporate Debt Team, Revenue & Benefit Section and Payroll
* Financial systems module leads & Systems Team (incl. Line manager)
* Project Groups

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* This post is historically based at Tor Hill House although changes to working from home practices allow for permanent or hybrid home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Effective interpersonal skills to include diplomacy & tact but also a confident and effective communication manner.
2. A flexible and adaptable communication style to deal with possibly irate customers and different contacts across the council
3. Able to organise a diverse workload to produce desired outcomes within deadlines
4. Able to work both independently and as part of a team
5. Demonstrable customer focussed approach to work and the ability to resolve customer disputes effectively
6. Attention to detail, analytical and investigatory skills sufficient to follow up outstanding debt and reconcile bank accounts

### Desirable skills and effectiveness

1. A pragmatic & analytical approach to problem solving with effective time management skills

## Essential knowledge

### Essential Knowledge

1. Working knowledge of Windows-based software including Microsoft office Excel, Word and Outlook.
2. Knowledge of a debt service and recovery process, and the associated duties surrounding the support of this function, including account reconciliation work.

### Desirable knowledge

1. Up to date working knowledge of IT based systems
2. General knowledge of services provided by a Local Council and in particular the Debt Policies of the Authority

## Experience and achievements

### Essential experience and achievements

1. Experience of working with information technology-based systems and PC based software
2. Suitable relevant experience of working with a Sundry Debtor system and the reconciliation work involved
3. Experience of maintaining accurate records and information
4. Experience of providing information to feed into corporate policies and updating procedures and guidance

### Desirable experience and achievements

1. Previous experience of Debt Management

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Maths to GCSE or equivalent

### Desirable qualifications/professional memberships

1. ECDL European Computer Driving Licence or MOS qualification Institute of Leadership and

Essential – Other requirements of the job role

* Ability to potentially travel around the Bay/Southwest/UK to carry out duties.
* Ability to potentially accommodate unsociable hours