

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Senior Financial Transactions Officer	Grade:	S01
Reports to (Designation):	Financial Transactions Team Leader	Grade:	P03
Directorate:	Corporate Resources	Section:	Financial Services

Main Purpose of the job:

To provide professional, customer focused, efficient and effective financial transactional services to a range of stakeholders. To work with officers across the Council to ensure that appropriate financial controls are in operation including high volume and /or high value transactions. Ensuring all receipts or payments are dealt with professionally and in accordance with Audit recommendations and Financial Regulations.

Summary of Responsibilities and Personal Duties:

- To supervise the work of junior officers (e.g. trainees, apprentices, work placement students, agency personnel) on an ad-hoc basis as may be needed from time to time.
- To promote the council's policies and values in all dealings with staff and other parties, including but not limited to employment policies, equality and diversity policies, data protection, health and safety and others as appropriate.)
- To be a member of the councils financial transactions team being responsible for making and receiving payments from a wide range of debtors and.
- To contribute to the delivery of a wide range of financial processing functions by inputting and validating data, analysing evidence and maintaining accurate and detailed records.
- To liaise with internal stakeholders across the Council (including, but not limited to, budget holders, team leaders and social workers) to ensure smooth running of the Financial Transactional Service.
- To liaise with, and provide good customer service to, external stakeholders (including, but not limited to, foster carers, suppliers of goods and services, PPF providers and other debtors and creditors) to facilitate the payment of invoices and / or the collection of payments. This should include taking a proactive approach to resolving any discrepancies.
- To control and report on sensitive financial data, understanding appropriate levels of confidentiality and to operate accordingly.
- To carry out complex reconciliations of financial records.

- To be recognised as technically proficient on a wide range of financial systems including an understanding of system interfaces.
- To provide good general ad hoc and regular advice, relating to the transactional services function, to a range of internal and external customers, e.g. Council budget holders, junior members of staff, vulnerable service users and schools.
- To assist with the completion of statutory forms and returns.
- Maintain safe custody of all cheques and other payment methods.
- To induct and train new staff in the use of operational systems, including (but not necessarily limited to) at least one of the following: Axis Income Management, Axis Counter Receipting, Paye.net, SMS Plus, the Bar-coded invoice generator, the council's Prepaid card system, Post Office Pay-Out, Oracle and its various modules, CONTROCC, LCS whilst ensuring that Data Protection Standards are maintained.
- To provide advice having personally identified a relevant matter, rather than in response to a query or other request for information.
- Maintain stocks of stationery for the Transactional Services Team.
- To act in accordance with legislative requirements, including HMRC and accounting codes of practice, standards and guidance and other related statutory and non-statutory guidance and to be able to apply this accurately within own work area.
- To apply the council's financial regulations and be able to work within these.
- To adapt and contribute to Revenues policies and procedures as required.
- To participate in training and skills development programme's as appropriate and take a pro-active approach to personal development.
- Contribute effectively to team, divisional and inter directorate working groups where required.
- To work under minimal supervision and proactively identify the need for additional or refined information and to prepare accordingly without instruction.

The list of tasks, processes and systems referred to above includes but is not limited to:

Processing Transactions Out (Payments) and Specialist Payments

- To process all payments made by the council using approved Council methods and financial systems (currently Oracle R12, ContrOCC, Liquid Logic (LCS), Tribal, prepaid cards, Post Office PayOut, BACS, Faster BACS, Paye.net and Axis Online Services).
- To process high volume/value payments made to a wide variety of internal and external creditors, i.e. current and former staff, suppliers of goods and services, foster carers, carers and care organisations, and to all external clients, both organisational and individual.
- To process and record journals, virements and other associated entries to the financial system.
- Creation and maintenance of supplier records.
- Import of issued Housing Benefit and Accounts Payable cheque files into the Cheque Reconciliation system.

Processing Transactions In (Income)

- To process all income received by the council via approved Council methods and financial systems (currently cheques, postal orders, card payments, Inter-bank transfers, Direct Debits, Standing Orders, PayPoint, Post Office, Bailiffs, Axis Income Management, Axis Counter Receipting, Paye.net, TouchTone, Easy Mobile, Barcode Invoice generator, BACS, Capita Revenues (Council Tax) and Housing Benefits.
- To contribute to the provision of systems administrative support to both internal and external users for the above systems.
- Creation of Debtors accounts and liaising with budget holders to ensure accuracy of details.
- To process debtors account invoices using the accounts receivable system and carry out related administration.
- Processing write-backs and write-offs.
- Processing of transfer of fund.
- Import and export of daily bank files.

Internal Contacts: These include Budget Holders, Senior Management, Procurement users, finance personnel and other Finance Transaction Team members

External Contacts: This will include Suppliers

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	Grade	No of posts
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Number of partially managed staff: 0

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Senior Financial Transactions Officer **POST NO:**

DEPARTMENT: Financial Transactions Team **GRADE:** S01

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues. (S)

Knowledge

Knowledge of cash and cheque handling procedures in a Local Government or similar environment. (S)

Good knowledge of Customer Care practices and service provision (S)

Advanced knowledge of how to use computerised financial information systems and standard software packages (e.g. Oracle, Axis, CONTROCC, Excel, Word, etc.). (S)

Appreciation of finance budgeting and accountancy at a level appropriate to the job.

An up-to-date working knowledge of legislation, regulations and statutory requirements in relation to financial transactions and processing. (S)

Up-to-date working knowledge and understanding of banking practices and procedures. (S)

Good understanding of confidentiality in handling a range of sensitive financial information. (S)

Good understanding of data protection policies and the handling of sensitive financial data. (S)

Aptitude

Ability to provide effective advice and support at a level appropriate to the grade to external agencies, clients and their representatives, to ensure compliance with legislation and statutory guidance and to promote financial best practice

Able to focus on attention to detail when required and also to understand some implications of potential courses of action

Ability to understand and apply complex legislation and guidance.

Able to take responsibility for own personal and professional development, ensuring that the technical knowledge and skills required to meet the demands of the post are kept up to date.

Ability to contribute to new systems and developments relating to the at least one of the following: Oracle financials, Axis systems, prepaid card and Post Office PayOut payments and CONTROCC functions.

Skills

High standard of written and oral communication skills, and ability to communicate effectively with a wide range of people from within and outside the Authority

High Standard of administrative and organizational skills

High standard of numerical accuracy and skills

Supervisory skills

Experience

Experience in financial processing within a large and complex organisation (S)

Experience of applying legislation, regulations and guidance (e.g. as relates to financial regulations, banking and S accounting standards etc.)

Experience of communicating with a wide range of stakeholders (S)

Experience of computerized financial information systems, software packages and e-payments systems (S)

Experience of working accurately to strict deadlines and timetables (S)

Experience of supervising staff in a busy office setting (S)

General Education

None specifically required, but good general standard of education expected

Personal Qualities

Committed, flexible and enthusiastic. Good at attention to detail and able to work quickly and accurately.

DBS Disclosure Required? **No** ☒ **Basic** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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