

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Contracts Reconciliation Officer

Home to School and Social Care Transport, Place & Economy

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

1. Responsible for administrating the contracts payments reconciliation process including and third party payments across the Council and the Children's Trust. Adhering to specified deadlines and audit requirements, using knowledge and experience to understand complex calculation of VAT. To complete control account reconciliation and complete financial reports for multi clients and accounts.
2. To support and assist the Manager and Senior Officer in the management of workflow within the team(s) and ensure a customer focussed and efficient operational service is delivered. To provide accurate information and support in response to client enquires according to the agreed procedures, polices and legislation requirements.
3. To ensure an integrated approach to contract payments and assisting with the implementation of new systems, technologies, methodologies and processes that meet the needs of the Council, customers and client organisations.

Accountable to:

This role is accountable to the Transport Provision Manager. The role sits within Transport Finance Team, part of Highways and Transport , sitting under the Place and Economy Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide operational services within the Contracts Finance team working across all internal and external clients for which we provide transport services. Work closely with the Manager, keeping them informed of staff, process, system or performance issues and take responsibility for resolving issues or recommending options for resolving them as appropriate. To ensure that all documentation is recorded and retained as per contract, legislation and audit requirements.
2. To be responsible for ensuring that all contract payments reconciliations and third party payments across multiple clients are processed accurately, within specified deadlines and to audit requirements. Ensure all contract payments and the associated VAT, gross & net amounts are correct and are paid accurately and on time.
3. Working within audit requirements to ensure that control accounts are reconciled on a monthly basis providing supporting evidence and working papers. Undertake any additional necessary reconciliations ensuring appropriate supporting documents are retained and that these are signed off monthly by required Management.
3. Ensure operational service priorities are met and customer and audit requirements are adhered to through effective workflow management. Working collaboratively with our external contract procurement supplier to ensure that all payments are processed and all supporting documentation provided to ensure that all statutory and contractual requirements are met.
4. Respond to and resolve complex enquires, requests and queries within the agreed service standard and according to operational procedures.
5. Provide advice and regular cost monitoring reports to the Service Delivery Manager. Identify areas of the service where improvements could be made, cost control measures can be enhanced and

make recommendations to improve processes and efficiency.

6. Accountable for ensuring compliance of company status, ownership, vat registration and contractual compliance for all 183 suppliers on the contract framework.
7. Working within a team supporting others to ensure that all reconciliation and payments are achieved and delivered on time and accurately.
8. Manage own workload, processing complex data received and ensure that high quality information reports are produced and to submit data accurately and in a timely manner to third parties such as the Children's Trust, DFE, other LA's and internal clients. Following current processes and ensure that audit requirements are adhered to.
9. Support system implementations including conducting system and report testing, developing system documentation / process notes and delivering training to staff on new system updates
10. Work collaboratively on projects that support developments / improvements for the contracts payment system in a professional and positive way. Take responsibility and ownership on improvements within the Service that can be recommended and implemented within the team
11. Face to face meetings with clients and business areas responding to and resolving complex charging queries to mitigate complaints escalating further. Ensure collaborative working arrangements.
12. Working in partnership with our customers, meeting Service Level and KPI performance standards, identifying training needs and positively participating in face to face discussions regarding contract recharges to client service areas.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, to certify compliance with policies and procedures relating to health and safety within the service.
15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential/ Desirable	Measured by
<ul style="list-style-type: none"> Ability to build and maintain good working relationships with a wider range of colleagues, internal and external service users to deliver the service to required standards. 	Essential	A,I
<ul style="list-style-type: none"> Ability to manage and prioritise your own workload. 	Essential	A,I
<ul style="list-style-type: none"> Ability to understand and interpret contractual requirements policies and guidance to ensure processes are compliant with vat and financial practices. 	Essential	A,I D
<ul style="list-style-type: none"> Ability to gather and process data and financial information related to the contract payments to support the production of management reports and information on service performance to meet service area requirements 	Essential	A,I
<ul style="list-style-type: none"> Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs 	Essential	A,I
Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> Able to collate, produce, and present information relating to the contract activities using statistical data to enhance understanding and decision making. 	Essential	A,I
<ul style="list-style-type: none"> Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills 	Essential	A,I D
<ul style="list-style-type: none"> Excellent IT skills with good knowledge of Microsoft office applications. 	Essential	A,I
<ul style="list-style-type: none"> Excellent Microsoft excel knowledge. 	Essential	A,I

<ul style="list-style-type: none"> • Knowledge ERP Systems • Knowledge of LA Government procurement/contractual Req. • Knowledge of GDPR 	Essential	A,I
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Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Experience of working within a finance area 	Desirable	A,I
<ul style="list-style-type: none"> • Experience of Control Account reconciliation. 	Desirable	A,I
<ul style="list-style-type: none"> • Experience of developing system user guides and training documentation for new systems and processes 	Desirable	A,I
<ul style="list-style-type: none"> • Experience of working independently scheduling and prioritising own work to meet service requirements. 	Essential	
<ul style="list-style-type: none"> • Experience and proven ability to identify service improvements and manage change in a controlled way 	Essential	A,I
<ul style="list-style-type: none"> • Experience of Third-party payments. 	Essential	A,I

Education, training and work qualifications:	Essential /	Measured by
<ul style="list-style-type: none"> • Educated to A Level / NVQ Level 3 or equivalent or experience gained in a similar or related service. 	Essential	A,I
<ul style="list-style-type: none"> • Finance qualification or equivalent by experience 	Essential	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week	Primary work base:	One Angel Square Part-flexible
Job family band:	Professional Support 5	Worker type:	
Salary range:	£30,560 – 32,212	Budget responsibility:	c. £18m
People management responsibility:	2		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

