

Job Description

Job Title: Senior Payables Officer

POSCODE: Cambridgeshire County Council - CCC

Grade: Scale 5

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

1. To provide an effective and efficient customer service support to all internal and external users of the Payables systems and processes in line with the agreed procedures and legislative requirements.
2. To support and assist the Team Leader with related work, provide accurate management information and support the team to ensure the effective and efficient service delivery.
3. To ensure an integrated approach is followed within the Payables team and the wider organisation by assisting with the implementation of new technologies, processes and training delivery that meet the requirements of clients, customers and client organisations.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	Provide overall operational services within the Payables Team for all clients' internal and external customers.
2.	Work closely with the Team Leaders, keeping them informed of staff, process, system or performance issues and take responsibility for resolving issues or recommending options for resolving them as appropriate.
3.	Take responsibility for ensuring that efficient and effective end-to-end processes are in place and are being utilised by yourself and the team members, and contribute to achieving the expected SLAs / KPIs.
4.	Ensure operational service priorities are met and customer and audit requirements are adhered to through effective workflow management.
5.	Manage the complex queries, system issues and customers' complaints and help to develop the proactive and positive behaviour within the team and wider organisation.
6.	Work collaboratively on projects that support improvements and support system implementations including system testing, developing guidelines and delivering training to staff on new system processes.
7.	Participate in team meetings, service review meetings and audit reviews, and support the Team Leaders with collating the relevant reports / data.
8.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the business.
9.	Demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
NVQ Level 3 or equivalent	Business & Administration or Finance or significant experience gained in a similar or related field within local authority shared services	Essential

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

Identify	Describe	Essential/ Desirable
Experience and Knowledge		
Knowledge and experience of ERP Systems and / Unit 4 Agresso Payables systems.		Essential
Experience of transactional processing and an in depth understanding of all Payable and Purchasing processes.		Essential
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills.		Essential
Experience of developing system user guides and training documentation for new systems and processes.		Essential
Supervisory experience.		Desirable
Knowledge of Construction Industry Tax Scheme (CIS) and Regulations.		Desirable
Knowledge of Government Procurement Card policy and procedures along with knowledge and experience with the movement of Petty Cash.		Desirable
Skills		
Excellent IT skills and knowledge of office applications such as Excel, Word, Outlook, Agresso systems and online banking.		Essential
Ability to plan and organise time and have a high level of accuracy and attention to detail		Essential
Ability to understand and interpret national legislation and guidance and formulate local policies and procedures that ensure compliance with statutory requirements		Essential

Ability to build and maintain good working relationships with all colleagues, internal and external service users to deliver the service to required standards		Essential
Ability to manage own personal workload and help to co-ordinate the team's workload		Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of processing the data and financial information related to wide range of Payables processes and ability to produce complex management reports and information to meet service requirements.		Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Data protection Act	Ability to respect the confidentiality of all service users and act in accordance of the Data Protection Act 2018	Essential

Disclosure level

What disclosure level is required for this post?	None
--	------

Work type

What work type does this role fit into?		Flexible		
---	--	----------	--	--