

## Job Description

Job Title: Payables Officer

Vacancy Ref: 26800

Grade: NJC Scale 4

### Overall purpose of the job

1. To provide an effective, customer focused support service to users of the Payables service, systems and processes. A point of contact for colleagues and service users for queries.
2. To carry out high quality administrative support for Payables through ensuring invoices/credit notes are processed promptly and accurately in order for payments to be made on time. Providing accurate information and support in response to customers enquires according to agreed procedures, practices and regulatory and legislative requirements.

	<b>Main accountabilities</b>
1.	Provide operational services within the Payables team for internal and external customers. Responsible for ensuring that efficient, accurate and timely end-to-end processes are adhered to
2.	Respond to and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards and according to operational procedures.
3.	Responsible for investigating and resolving customer queries, suggestions and compliments, escalating any complaints in accordance with the relevant procedures.
4.	Take responsibility and ownership on areas of the service where improvements could be made by making recommendations and implementing agreed changes to improve efficiency.
5.	Support system implementations including conducting system testing and delivering training to staff on new system processes.
6.	Work as part a team supporting your colleagues, mentoring Apprentices to a high standard. Work collaboratively on projects that support developments and improvements for the Transactions Service in a professional and positive way
7.	Manage own workload, processing high quality information / data accurately and in a timely manner
8.	Demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs
9.	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
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

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

### Qualifications, knowledge, skills and experience

Qualifications		Essential/ Desirable
NVQ Level 2 or equivalent in Business & Administration or Finance <u>or</u> significant experience gained in a similar or related service working		Essential

Attributes		Essential/ Desirable
<b>Knowledge</b>		
Knowledge / understanding of Accounts Payable processes		Essential
Excellent IT skills with good knowledge of office applications		Essential
Knowledge of ERP Payables Systems		Desirable
Knowledge of Construction Industry Tax Scheme (CIS) and Regulations		Desirable
Knowledge / experience of online supplier portal		Desirable
<b>Skills</b>		
Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures		Essential
Demonstrable ability to meet challenging transactional processing targets whilst maintaining high levels of accuracy and attention to detail		Essential
Ability to process data and financial information related to the ERP Payables service to support the production of management reports and information on service performance to meet service area requirements		Essential
Ability to motivate and mentor Apprentices to provide staff		Essential

development		
Ability to work with internal and external stakeholders to support the delivery of the Payables service in line with the annual service plan		Essential
Ability to communicate effectively both verbally and in writing in order to achieve desired outcomes and be able to influence and negotiate when advising and supporting customers/users		Essential
Ability to manage and prioritise own workload and support the team.		Essential
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs		Essential
<b>Experience</b>		
Experience of transactional processing and knowledge / understanding of Accounts Payable processes		Essential
Experience of working independently scheduling and prioritising own work to meet service requirements		Essential
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills		Essential
Experience of working in a customer focused role in a fast paced environment		Essential

### Disclosure level

What disclosure level is required for this post?	None	

### Work type

What work type does this role fit into?		Flexible		
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