

Job Description

Job Title: Income Officer

Job number: Cambridgeshire County Council – CCC1242

Grade: Scale 4

Overall purpose of the job

1. To provide an effective, customer focused support service to users of the Income Control team, systems and processes. A point of contact for colleagues and service users for queries.
2. To carry out high quality administrative support for income collection processes through accurate and timely allocation of all payments received. Providing accurate information and support in response to customers enquires according to agreed procedures, practices and regulatory and legislative requirements.
3. To ensure an integrated approach to transactions for LGSS through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisation.

Main accountabilities

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1.	Provide operational services within the Income Control team for LGSS. Responsible for ensuring that efficient, accurate and timely end-to-end processes are adhered to. Work as part of a team supporting your colleagues, mentoring Apprentices to a high standard
2.	Respond to and resolve service requests and queries ensuring operational service priorities are met through ownership of the issue, adhering to agreed service standards and according to operational procedures.
3.	To process accurately and timely all payments received, through the various bank statements currently in operation, processing cheques, ABC Payments, Giro's as well as processing refunds as required.
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.	To take responsibility for DD set up/collection/maintenance, customer maintenance/set up, interfaces, Credit memos.
6.	Work collaboratively on projects that support developments and improvements for the Transactions Service in a professional and positive way including supporting system implementations including conducting system testing and delivering training to staff on new system processes.
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

Minimum level of qualifications required for this job

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

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

Identify	Describe	Essential/ Desirable
Knowledge		
Experience of transactional processing and knowledge / understanding of income collection processes		Essential
Knowledge of depositing and banking procedures.		Essential
Knowledge of Oracle and / or Agresso ERP Systems		Desirable
Knowledge of income / cash management systems, e.g. ICON		Desirable
Skills		
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
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills		Essential
Excellent IT skills with good knowledge of office applications		Essential
Ability to work with internal and external stakeholders to support the delivery of the Income service in line with the annual service plan		Essential
Ability to manage own personal workload and for the prioritisation of that workload.		Essential

Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of working in a customer focused role in a fast paced environment		Essential
Experience of working independently scheduling and prioritising own work to meet service requirements		Essential
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs		Essential
Experience of account reconciliation in a finance area		Desirable

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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