

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Payments Officer

Commissioning and Performance, People Directorate

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:**

To provide an effective, customer focused support service for the Payments Team Customers, Providers and Adult Social Care colleagues through effective use of systems and processes to deliver an efficient service.

Be a key contact for colleagues and Customers for queries and manages more complex issues when required.

To ensure an integrated approach to Payments services for Financial Operations through assisting with the implementation of new technologies, methodologies and processes that meet the needs of service users, customers and client organisation.

## **Accountable to:**

This role reports to the Payments Team Leader who is responsible for the direct line management of 4 Payments Officers, 1 Senior Payments Officer and Admin support role. The role sits within the Payments Team which is part of Commissioning and Performance part of People Directorate in West Northants Council.

## **Responsibilities:**

1. Assist in the development and maintenance of business processes to support Senior Officers and Team Leaders.
2. Process manual and automatic payments to deadlines and resolve queries.
3. Handle a wide range of more detailed queries including correspondence referred to by colleagues and partners and provide a point of contact for staff within the division.
4. Initiate and build good working relationships with colleagues and other professionals.
5. Maintain information technology and office systems to ensure effective services.
6. Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
7. 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.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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
Good organisational and administrative skills	Essential	A, T, I,
Ability to manage and prioritise own workload	Essential	A, I,
High level of literacy and numeracy	Essential	A, T, I,
Excellent communication skills both written and verbal	Essential	A, I
Ability to demonstrate a flexible and creative approach to problem solving	Essential	A, I
Good negotiation and mediation skills	Desirable	A, I
Ability to work as an effective team member	Essential	A, I
Capacity to maintain confidentiality	Essential	A, I
Accuracy and attention to detail	Essential	A, I
Ability to receive and pass on information effectively and accurately	Essential	A, I
Interpersonal and communication skills sufficient to be able to liaise effectively with external agencies, care workers and customers.	Essential	A, I
The ability to travel effectively to different locations throughout the County	Desirable	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
A proven track record of delivering financial processing or similar work to deadlines	Essential	A, I
Understanding of the implications of Data Protection legislation	Essential	A, I
Some knowledge of Social Care Case Management Systems: Eclipse & CareFirst	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of operating computerised financial and information systems	Essential	A, I
Experience of word processing; maintaining and recording on spreadsheets; using outlook and other automated systems to communicate/plan with colleagues.	Essential	A, I
Experience of liaising directly with customers	Essential	A, I
Experience of working in a busy office environment and using office equipment	Essential	A, I

Experience of working in the Public Sector	Desirable	A, I
Previous experience of financial reconciliations	Desirable	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good all-round education to GCSE standard	Essential	D
Grade C or above in English & Maths	Essential	D
NVQ Level II/III in Business, Finance or similar	Desirable	D

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:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	WNC Band 04	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£26,516 to £28,013.	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	Tony Kennedy		

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). However, you will need to be fully trained and competent in your role in order to work away from the main office location.

## 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.

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

