

**Details of the job**

Post title:	Payments Officer
Salary grade:	Grade G
Hours:	37
Base Location:	One Angel Square
Reports to:	Payments Team Leader
Service area:	Commissioning and Performance, Adults and Wellbeing

**Overall purpose of the job**

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.

**Main Accountabilities**

1. Assist in the development and maintenance of business processes to support Senior Officers and Team Leaders.
2. Assist, coach, and mentor less experience colleagues in the performance of routine tasks to support the achievement of individual colleagues and team performance and development objectives.
3. 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.
4. Maintain information technology and office systems to ensure effective services including Microsoft Office, SharePoint, Teams etc.
5. Provide an efficient and confidential support service to Senior Managers.

6. Handle a wide range of more detailed queries including correspondence referred by colleagues and partners and provide a point of contact for staff within the division.
7. Plan, co-ordinate and implement personal diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
8. Initiate and build good working relationships with colleagues and other professionals
9. Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
10. Demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
11. 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.
12. Process manual and automatic payment runs to deadline and resolve queries.

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

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Education and Qualifications</b>	<input type="checkbox"/> Good all-round education to GCSE standard. Grade C or above in English & Maths	<input type="checkbox"/> NVQ Level II/III in Business, Finance or similar
<b>Experience and Knowledge</b>	<p><b>Able to demonstrate:</b></p> <input type="checkbox"/> A proven track record of delivering financial processing or similar work to deadlines <input type="checkbox"/> Understanding of the implications of Data Protection legislation <input type="checkbox"/> Experience of operating computerised financial and information systems <input type="checkbox"/> Experience of word processing; maintaining and recording on spreadsheets; using outlook and other automated systems to communicate/plan with colleagues. <input type="checkbox"/> Experience of liaising directly with customers <input type="checkbox"/> Experience of working in a busy office environment and using office equipment.	<input type="checkbox"/> Experience of working in the Public Sector <input type="checkbox"/> Previous experience of financial reconciliations <input type="checkbox"/> Some knowledge of Social Care Case Management Systems: Eclipse & CareFirst



ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Ability and Skills</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Good organisational and administration skills</li> <li><input type="checkbox"/> Ability to manage and prioritise own workload</li> <li><input type="checkbox"/> High level of literacy and numeracy</li> <li><input type="checkbox"/> Excellent communication skills, both written and verbal</li> <li><input type="checkbox"/> Ability to demonstrate a flexible and creative approach to problem solving</li> <li><input type="checkbox"/> Good negotiation and mediation skills</li> <li><input type="checkbox"/> Ability to work as an effective team member</li> <li><input type="checkbox"/> Capacity to maintain confidentiality</li> <li><input type="checkbox"/> Accuracy and attention to detail</li> <li><input type="checkbox"/> Ability to receive and pass on information effectively and accurately</li> <li><input type="checkbox"/> Interpersonal and communication skills sufficient to be able to liaise effectively with external agencies, care providers, service users and carers</li> <li><input type="checkbox"/> The ability to travel effectively to different locations throughout the County</li> </ul>	
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</li> </ul>	

Safeguarding commitment (Included 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.