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| Role: | Payments Assistant |
| Department: | Finance |
| Salary: | From £19,335 per annum |
| Responsible to: | Payments Team Leader |

Job Purpose:

Provide a comprehensive payments service, ensuring accurate and timely payments are made and a quality service is provided at all times to both internal and external customers.

Main duties and responsibilities:

- i. Prepare and apply data for processing, in accordance with appropriate procedures, regulations and standards. Ensure that all Customers receive correct and appropriate responses to a defined and consistent standard; are paid accurately on time and that all notifications are authorised correctly to meet deadlines and minimise errors. Monitor issues and promptly raise any areas of concern with your Line Manager.
- ii. Process payments using the required system e.g. Oracle, Liberi, ContrOCC, Uploads in line with agreed procedures, completing the full end to end process, including timely and accurate filing. Identify and analyse issues, providing solutions where possible and referring to the Line Manager as necessary.
- iii. Actively keep up to date with relevant regulations and statutory requirements, including payment terms, CIS scheme, VAT , by attending and contributing to team meetings and training sessions, and provide guidance to others as required.
- iv. Implement and review use of appropriate office systems and practice, making suggestions for improvements and applying any agreed changes. Contribute to the knowledge of teams through team briefings and training to improve efficiencies of the team and response targets to deliver a customer focus service.
- v. Plan and organise own work, deal with both routine and unexpected tasks, work flexibly across the Centre to meet demands on the business and support

multi-disciplinary working. Be able to process complex payments e.g. Subcontractors, Foreign payments and apply the appropriate VAT indicators to ensure accurate payments. Provide support and crosscheck other Assistant's work and complete quality assurance reports as required, taking appropriate action, and reporting issues to the Line Manager.

- vi. Develop and proactively maintain good working relationships with internal colleagues, managers and staff and external customers, clients and suppliers, by keeping in contact via e-mail, telephone as necessary, offering advice, solutions and information as required.
- vii. Ensure work standards and Performance Indicator targets as set by the Team Leader are consistently met. Provide other functions, including KCC Finance Teams, Social Care teams and/or other organisations with all relevant data to ensure customers receive an excellent, seamless service. Communicate information you have identified that would be of value to the wider team or customers.
- viii. Take part in projects and tasks that enhance the running of the Centre. Assist with user acceptance testing and system development / process improvement activities as required.
- ix. Actively work towards Team and Centre business objectives and team competencies set by the management team and incorporate Centre Behaviours and Values. Provide a 'can-do' approach to your work and tasks and use initiative to make improvements with customer focus and efficiency at the forefront of your actions.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

| CRITERIA | |
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| Qualifications | <ul style="list-style-type: none"> GCSE or equivalent in English and Mathematic. |
| Experience | <ul style="list-style-type: none"> Previous experience of working within a finance function, using databases / payment systems. |
| Skills & Abilities | <ul style="list-style-type: none"> Ability to use financial systems. Ability to manipulate spreadsheets and data. Ability to run systems reports. Ability to meet regular tight deadlines. High level of accuracy and ability to spot errors. Good verbal and written communication skills. Analytical skills. |
| Knowledge | <ul style="list-style-type: none"> Knowledge of Data Protection and confidentiality issues. Knowledge of payment processes. Knowledge of financial systems. |