Kent County Council
Job Description: Business Information Officer

Directorate:	**Growth, Environment and Transport**
Unit/Section:	**Public Transport**
Grade:	**KSD**
Responsible to:	**Public Transport Business Manager**

Purpose of the Job:

To provide a range of business and financial duties to support the Public Transport business function. Undertaking a range of activities relating to financial processing, including the validation and processing of invoices received from the Councils suppliers, problem solving and identifying and dealing with irregularities. Taking a pro-active role in the team's day to day functions to ensure the smooth running of the service.

Main duties and responsibilities:

1. Responsible for the processing of invoices and arranging the authorisation of payments for transport services procured on behalf of other departments. Liaising with internal and external colleagues as necessary to ensure that all payments are made accurately, on time and in accordance with County Council obligations.

2. Identify irregularities in invoices received, liaising with suppliers, internal colleagues and external partners to investigate and resolve queries.

3. To raise invoices to suppliers, deal with enquiries, and report instances of non-payment to senior colleagues.

4. Support the wider activities of the Business Team by assisting in activities relating to counter fraud. Request and utilise information from a range of sources, including school attendance information, to verify the accuracy, authenticity, and compliance of invoice details, ensuring alignment between invoice information and operational activity.

5. Manage and action the routine correspondence and telephone calls from suppliers and clients on a range of matters including service delivery.

6. Maintain accurate records, both manual and electronic, to enable activity to be evidenced. Perform general office duties, including the use of standard and bespoke IT applications.

7. Whilst working as part of a team, the post holder will need to work on their own initiative and ensure that they take ownership of their own areas of responsibility. Deal with routine and unexpected tasks and provide support to other members of the Department to ensure that deadlines are met.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification: Business Information Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• AAT level 2 (or equivalent accounting qualification). • Educated to GCSE level or equivalent with practical and/or well developed finance and IT skills.
EXPERIENCE	• Experience of working in a finance environment. • Experience of working in a customer service environment. • Experience in Microsoft Office and/or other database packages.
SKILLS AND ABILITIES	• Good literacy and numeracy skills. • Able to process data quickly and accurately. • Ability to produce a range of documents and reports, including non-standard reports, using Microsoft or bespoke software packages. • Ability to be organise own workload and be flexible in order to deliver to tight deadlines and work under pressure. • Good interpersonal and communication skills both spoken and written. • Able to work cooperatively and constructively to support the work of the department.
KNOWLEDGE	• Understanding of public sector financial processes. • Understanding of the Local Authority's responsibilities in the passenger transport sector. • Awareness of data protection, confidentially issues, record retention and financial protocols.
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests

	of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making