

Directorate: Growth, Environment and Transport
Division: Growth and Communities
Location: Invicta House, with hybrid working option
Grade: KR7
Responsible to: Head of GRT Resident Service

Purpose of the Job:

Providing financial and technical support to the Gypsy Roma Traveller Resident Service.

Main duties and responsibilities:

1. Carry out complex financial management tasks and investigations into client accounts and monitor payments of invoices regularly. Create and provide breakdowns of customer accounts, checking information is accurate, gathering payment evidence for residents, querying accounts and providing residents with account overviews. Take all necessary steps to ensure all information provided is accurate and can be used as evidence for legal actions.
2. Allocate of money on account to correct customer invoices, liaise with finance teams and investigate each resident account, cancel invoices and re-raise as required and support debt recovery work.
3. Interrogate the Suspense Account searching for possible miscoded payments, and liaise with external agencies (such as Housing Benefit and DWP Universal Credit) to ensure continuous payment of rent.
4. Undertake purchasing processes for the team and following receipting process to ensure invoices are paid in a timely manner.
5. Use various software including MS Word, Excel and Access, and specialist databases, e.g. AR Wizard, BI-Dashboard, IPROC, Civica and Oracle systems to provide financial, technical, and administrative support to the Service.
6. Carry out small discrete projects under the direction of Head of Service or another manager e.g. researching and providing information for internal and external customers.
7. Support the Head of Service with monthly budget monitoring and Collaborative Planning, and lead of Finance Year Closedown activities for the Service.
8. Order goods and services, processing of invoices and keeping records in order to ensure accurate information is provided for monitoring and audit purposes.

Kent County Council

Person Specification: *Payments 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	<p>NVQ 2-3 (or equivalent)</p> <p>Formal qualification in finance/finance related subject</p>
EXPERIENCE	<p>Experience of working in a fast paced and busy office environment in a finance or administrative role.</p> <p>Proven experience of making choices about how professional tasks are completed.</p>
SKILLS AND ABILITIES	<p>Excellent customer care skills with ability to deal confidently with customers, both on the telephone and face-to-face at events.</p> <p>Ability to learn new office systems and computer packages, including specialist databases and finance systems.</p> <p>Well-developed organisational and practical skills with an eye for detail to produce accurate work.</p> <p>Ability to help and advise colleagues, ability to use own initiative, ability to problem solve in the moment and work effectively as part of a team.</p> <p>Well-developed written and verbal communication skills with ability to deal with flexible and non-routine tasks.</p> <p>Ability to use own experience to interpret guidelines and make judgments about how to resolve problems.</p> <p>Well-developed computer skills, particularly in the use of Microsoft Outlook, Word, Excel and Access.</p> <p>Fast and accurate data input skills.</p>
KNOWLEDGE	<p>Knowledge of financial and ordering processes and dealing with payments in and out.</p> <p>Understanding of housing benefit and universal credit payments and systems.</p> <p>Knowledge of specialist business administration, systems and processes.</p>

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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