

## Kent County Council

### Job Description: Billing & Control Officer

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**Directorate:** Chief Executive's Department  
**Unit/Section:** Finance Division / Financial Assessment & Income Unit  
**Grade:** KR6  
**Responsible to:** Billing & Control Team Manager

#### **Purpose of the Job:**

Working within a team responsible for the invoicing of income due to the authority you will play a vital role in providing high quality advice and accurate information to both internal and external stakeholders. As the first point of contact in relation to the receipt of an invoice you will be responsible for quickly building rapport with people we support whilst assisting with a wide range of in-depth queries in a professional, diplomatic and supportive manner. You will support the administration of IT systems, to provide technical support and advice.

#### **Main duties and responsibilities:**

1. Provide the front-facing role for all people approaching the Financial Assessment & Income Unit, dealing with high volumes of contact with the public promptly and sensitively using a customer focused approach.
2. Be responsible for the data quality and reconciliation of documents – to include suspense accounts, banking information and spreadsheets relating to both internal and external sources of information.
3. Update, modify and retrieve data preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy in order to meet the business requirement.
4. Process, maintain and monitor client financial records. Ensure accuracy and timely progression with every case that you come into contact with.
5. Provide advice and guidance within the timescales stipulated to both internal and external customers.
6. Lead for the resolution of complex invoicing issues.
7. Assist with the monitoring of financial procedures and policy within the Financial Assessment & Income Unit
8. Be responsible for the maintenance and monitoring of the IT solutions accessed within the Financial Assessment & Income Unit. Produce, monitor and action reports as required.

9. Any other duties and responsibilities within the range of the salary grade.

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.

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### Person Specification: Billing & Control Officer

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be short-listed. Applicants should describe in their application how they meet these criteria.

|                             | <b>CRITERIA</b>   |
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| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• Educated to GCSE level 4 in English and Mathematics or equivalent</li> </ul>   |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>• Experience of working within an administrative environment and/or front facing customer service.</li> </ul>  |
| <b>Skills and Abilities</b> | <ul style="list-style-type: none"> <li>• Excellent analytical, accuracy, numeracy, and calculation skills.</li> <li>• Excellent Customer Service skills and confident telephone manner.</li> <li>• Ability to maintain confidentiality at all times.</li> <li>• Ability to take a methodical and analytical approach.</li> <li>• Ability to understand the requirements of accurate receipting.</li> <li>• Excellent IT skills in Microsoft Office.</li> <li>• Good organisational skills and time management skills.</li> <li>• Positive individual who engages well with colleagues and fosters excellent team spirit.</li> <li>• Ability to deliver in a target led environment, prioritise and work to deadlines.</li> <li>• Ability to converse professionally with individuals at all levels of seniority and from different disciplines</li> <li>• Able to effectively manage customer enquiries, adapting communication style as required.</li> </ul> |
| <b>Knowledge</b>            | <ul style="list-style-type: none"> <li>• Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing.</li> </ul>  |
| <b>Kent Values and</b>      | <b>Kent Values:</b>   |

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| <b>Cultural Attributes</b> | <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p><b>Our values enable us to build a culture that is:</b></p> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• <b>Curious</b> - constantly learning and evolving</li> <li>• <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</li> <li>• <b>Working Together</b> - building and delivering for the best interests of Kent</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions</li> <li>• <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</li> </ul> |
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