

Kent County Council

Job Description: Business Information Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Public Transport
Grade:	KR6
Responsible to:	Public Transport Business Manager

Purpose of the Job:

The Public Transport department arranges a range of transport services for the Council's clients and the public, including taxis, minibuses, coaches and bus services.

Business Information Officers provide a range of administrative and business functions to support the entire Public Transport department, undertaking a range of activities relating to financial processing, including making payments to suppliers, problem solving and identifying and dealing with irregularities whilst taking a pro-active role in the 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 undertake the recording and banking of all departmental income in respect of concessionary fares schemes and other administrative services provided by the department.
4. To raise invoices to customers, deal with enquiries, and report instances of non-payment to senior colleagues.
5. Perform reconciliation of expenditure to expected budget forecasts, highlighting and investigating irregularities and reporting findings to senior colleagues.
6. Support senior colleagues with financial forecasting activities.
7. Manage and action the routine correspondence and telephone calls from suppliers and clients on a range of matters including service delivery.
8. 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.

9. 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 his/her 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: 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	<ul style="list-style-type: none"> • AAT level 2 (or equivalent accounting qualification) • Educated to GCSE or equivalent standard with practical and/or well developed finance and IT skills.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in finance/customer service environment with an understanding of budget monitoring and forecasting. • Experience in Microsoft Office and/or other database packages
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • An understanding of budget monitoring and forecasting • Good literacy and numeracy skills • Ability to produce a range of documents and reports using standard and bespoke IT systems. • Ability to be organise own workload and be flexible in order to deliver to tight deadlines and work under pressure • Able to process data quickly and accurately • Good interpersonal and communication skills both spoken and written • Able to work cooperatively and constructively to support the work of the department
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of public sector financial processes • Understanding of the Local Authority's responsibilities in the passenger transport sector • Awareness of data protection, confidentiality issues, record retention and financial protocols.
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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