

Kent County Council

Job Description: *Account Administration Officer*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Division
Grade:	KSD
Responsible to:	KSH Team Manager

Purpose of the Job:

Exchequer Services provide high quality financial services, ensuring high levels of customer services and timely delivery. This role plays a key part in the provision of financial support to external and internal customers.

This post may require you to work in either the Accounts Payable or Children's Payment Team within Exchequer Service (Accounts Administration)

An Accounts Administration Officer should provide first-class customer service to colleagues within the Council and external customers of the Authority, handling customer enquires face to face, over the telephone, internet, or email, giving information and resolving queries.

Main duties and responsibilities:

- Act as first point of contact for the team, handling customer enquiries effectively across a number of different services via telephone, email, written response, and face to face meetings using highly developed communication and analytical skills.
- Deal sensitively and manage challenging situations with customers.
- Process sensitive data. Update systems utilised by the Exchequer Services Function and liaise with a diverse range of customers in a friendly, professional, and responsive manner.
- Interpret diverse financial information and provide customers with up-to-date advice and accurate support to their enquiries, using data, systems, and knowledge.
- Handle confidential and sensitive information in line with General Data Protection Regulation (GDPR) requirements.
- Complete financial reconciliations.
- Contribute towards the success of the Exchequer Services function by working towards individual and team targets, while maintaining an accurate, efficient, and consistent method of working.

- To undertake any other ad hoc responsibilities aligned with the overall purpose and grade of the role.

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: *Account Administration 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">• Educated to GCSE Level 4 (or equivalent) in English and mathematics.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working with basic financial tasks.• Experience of delivering service excellence to customers, with the ability to provide information and advice in a sensitive and understanding manner.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• A positive individual who engages well with colleagues and fosters excellent team spirit.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.• Work on own initiative and as part of a team. Provide support and guidance, share experiences with colleagues.• Ability to deliver in a target-led environment.• Demonstrate personal resilience when working in an environment of pressure and constant change.• Able to effectively manage customer enquiries, adapting communication style as required.• Ability to sensitively manage challenging situations and difficult conversations.• Ability to build rapport and trust with a diverse range of customers and stakeholders in a professional and responsive manner.• Ability to prioritise, be flexible and arrange workloads to meet targets, and respond effectively to face paced transformation.• Confidence to challenge existing ways of working and suggest ideas for improvement.
KNOWLEDGE	<ul style="list-style-type: none">• Awareness of Kent County Council and awareness of the role of Exchequer Services within Local Government.• Working knowledge of Microsoft applications.• Detailed understanding of managing a client's finances.

	<ul style="list-style-type: none"> • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Understanding of charges for care and support within Kent County Council.
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>