

Kent County Council

Job Description: *Business Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Public Transport
Grade:	KR5
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 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 raise invoices to customers, deal with enquiries, and report instances of non-payment to senior colleagues.
4. Manage and action the routine correspondence and telephone calls from suppliers and clients on a range of matters including service delivery.

5. 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.

6. 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 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 or equivalent with practical and/or well developed finance and IT skills.
EXPERIENCE	<ul style="list-style-type: none"> Good literacy and numeracy skills Experience of working in finance/customer service environment Experience in Microsoft Office and/or other database packages
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Ability to produce a range of documents and reports, including non-standard reports, using Windows or bespoke software packages 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
KNOWLEDGE	<ul style="list-style-type: none"> 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>