

<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Finance Division / Financial Assessment &amp; Income Unit</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Income Collection Team Manager</b>

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

You will be working within a team providing a comprehensive income collection service for the Authority. As the first point of contact in relation to the receipt of income 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.

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

- 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.
- Accurately bank, receipt and allocate monies received by the Authority to ensure deadlines are met.
- Be responsible for the data quality and reconciliation of documents – to include bank accounts and balance sheet reconciliations covering both internal and external sources of information. Reconcile all accounts associated within the receipting of income.
- Process, maintain and monitor financial records. Ensure accuracy and timely progression with every record that you come into contact with.
- Assist with the resolution of complex income issues.
- Provide advice and support to internal and external customers on financial procedures relating to the receipting of income, in order to ensure the smooth running of services.
- Oversee the administration associated with the Direct Debit process.
- 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.

# Kent County Council

## Person Specification: *Income Collection 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 shortlisted.

Applicants should describe in their application how they meet these criteria.

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