

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.

The Technical Assurance Officer will work with the Public Transport Business team and colleagues within the wider organization to undertake investigative tasks identifying potential fraudulent activity relating to invoicing, and develop and implement process to minimize the opportunity for fraudulent invoicing activity to be perpetrated.

Main duties and responsibilities:

1. To undertake activities relating to the review of counter fraud measures in respect of invoicing. Cross-reference incoming invoices with attendance records, contract documentation and other relevant documents. Verify the accuracy, authenticity, and compliance of invoice details, ensuring alignment between invoice information and operational activity.
2. Identify irregularities in invoices received, liaising with suppliers, internal colleagues and external partners to investigate and resolve queries.
3. Seek repayment from suppliers, deal with enquiries, and report instances of non-payment to senior colleagues.
3. Progress cases in conjunction with internal colleagues taking formal action where appropriate to ensure public funds are recovered and enforcement action is taken as necessary.
4. Work with relevant colleagues to streamline the invoice verification process to enhance financial control measures. Devise and implement strategies to minimize the risk of fraud.
6. Support the wider activities of the Business Team by processing invoices and arranging the authorisation of payments for transport services. 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.
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.

Kent County Council

Person Specification: Technical Assurance 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) or the ability to work towards • 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 • Experience of undertaking complex investigatory activities, dispute resolution and fraud investigation. • Experience in Microsoft Office and/or other database packages
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to process data quickly and accurately • Ability to interrogate information to identify discrepancies • Good literacy and numeracy skills • Ability to produce a range of documents using standard and bespoke IT systems. • Ability to organise own workload and be flexible in order to deliver to tight deadlines and work under pressure • 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 and procurement 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</p>

	<p>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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