

Role: Senior Adviser
Department: Finance
Salary From £21,000 per annum
Responsible to: Senior Finance Team Leader

Job Purpose:

Assist in the delivery of services provided by Cantium Business Solutions ensuring high levels of customer service and timely delivery.

Main duties and responsibilities:

- Supervise, support and develop a team of Finance staff in liaison with the Team Leader. Undertake regular 1:1's, ensuring appropriate development and training of the team to meet objectives and targets across the Finance Operations service.
- Monitor the quality of data submitted for processing, in accordance with agreed Customer and Cantium Business Solutions procedures, regulations and standards. Ensure that all customers receive the correct outcomes on time and that all notifications are correctly authorised. Act to address issues and areas of concern or patterns that may arise.
- Maintain relevant records as required ensuring the quality and integrity of data, adhering to GDPR and Customer standards. Retrieve data to support responses to enquiries, correspondence and reports, offer advice and solutions to provide timely resolution or escalation as appropriate. Develop excellent knowledge and understanding of the systems used within the service, making suggestions for enhancing or improving processes where identified.
- Receive, allocate and monitor incoming workload daily via a Customer Relationship Management System to ensure work is completed timely, within set standards and within agreed SLA's, whilst considering staff availability and other influencing factors.
- Actively keep up to date with relevant regulations, legislation and statutory requirements. Develop a full and thorough knowledge and understanding of policies and procedures, with the ability to provide interpretative advice when necessary.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

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- Develop excellent working relationships with staff across teams and engage all customers by keeping in regular contact via e-mail, telephone or in person, offering advice, solutions and information. Proactively work at maintaining these relationships.
- Take a leading part in projects and activities e.g. system development, process reviews, audits that enhance the running of Cantium Business Solutions as defined by the Cantium Business Solutions Management Team. Help to organise user acceptance testing and system development / process improvement activities. Represent Cantium Business Solutions at user groups.
- Participate in the recruitment and selection process for staff into Cantium Finance Operations, contribute to the planning and delivery of the Finance Operations induction and training programme for newly appointed team members and ensure the programme is kept up to date.

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Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • NVQ 3 or A-Level or equivalent standard of education. • Agreement to undertake the Future Manager programme.
Experience	<ul style="list-style-type: none"> • Significant experience within an operational team. • Significant Oracle and/or other systems. • Experience in developing and implementing procedures.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication and systems skills, including Excel and Word. • Excellent accuracy and attention to detail. • Adept at dealing with confidential and sensitive information and dealing with complex queries providing interpretative advice and guidance. • Establish excellent partnership working with Managers and other partners. • Ability to take senior level responsibility within own team. • High capability for managing own workload and that of others, delivering to tight deadlines and work under pressure.

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	<ul style="list-style-type: none"> • Ability to learn quickly and enhance processes, suggesting and supporting the application of changes easily and showing others. • Ability to take on a lead part in projects and activities that will enhance the running of BSC and improve the customer experience. • Ability to develop and maintain excellent working relationships with colleagues, to promote a flexible and supportive approach to team working and encouraging wider use of skills across the whole of BSC.
Knowledge	<ul style="list-style-type: none"> • Full and thorough understanding of operational finance processes, financial regulations, practices and legislation • High calibre customer care procedures and best practice • Excellent knowledge of Data Protection and confidentiality • Aware of KCC's commitment to diversity. • Awareness of KCC values and behaviour to underpin what we do and the way we do it.