

## Job Description

Job title	Exchequer Services Assistant
Directorate	BUSINESS : Business Support
Division	Income, Payments, and Corporate Debt
Range	MPR 2
Reports to	Senior Exchequer Services Team Officer

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### Main purpose of the job:

To deliver a high-quality **account payable and income collection processing service for** in house users and external suppliers. Providing a high level of customer service and support for all service users.

Effectively processing, recording and storage of transactions. With a focus on accuracy and meeting deadlines. Full compliance with the Data Protection Act 2018.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

Working together as a team to deliver an effective Exchequer Service. Processing invoices, E-forms, payments, income and cash transactions accurately and within deadlines.

Dealing with enquiries arising from either suppliers or colleagues from the wider organisation.

Ensuring that authorisation limits are complied with.

Clearing transactions through the system, for example rejected and on hold, and responding to associated enquiries.

Ensuring supplier records are up to date and that new supplier set up's follow the correct approval route.

Processing payment runs on specified days in the week, dealing with duplicate suppliers and payments identified appropriately. Including direct debit runs for sales ledger and dealing with AUDDIS output received.

Ensuring all audit requirements are fully met and adhered to.

Assisting with updating training notes where necessary.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Senior Exchequer Services Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

Five GCSE Grade 4 or above including Maths and English

#### Level B (in addition)

#### Level C (in addition)

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### Knowledge

#### Level A

Able to demonstrate literacy, numeracy and ICT skills to complete a range of tasks and to use these skills to communicate effectively to end users

#### Level B (in addition)

Understanding the processes and policy relating to either Accounts Payable, Supplier Monitoring and Payment Runs or Income Collection processing.

Supported working on other areas of Exchequer.

#### Level C (in addition)

Understanding the processes and policy across a wide range of tasks undertaken by the Exchequer Team across Accounts Payable, Supplier Monitoring and Payment Runs or Income Collection processing and how they work together to form an effective service.

Supporting others with processes across a range of Exchequer Services tasks.

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### Experience

#### Level A

Experience of working within a customer facing or customer relations role.

Experience in dealing with internal & external customer enquiries by telephone, Teams or by email.

#### Level B (in addition)

12 months of working within a financial services environment such as accounts receivable / payable, credit control, account reconciliation or a similar related office environment.

Experience of independently working in one area of Exchequer: Accounts Payable, Supplier Monitoring and Payment Runs or Income Collection processing using initiative to resolve regular enquiries.

Demonstrates ability in the use of relevant systems including inputting transactions accurately.

Can justify and confidently respond to enquiries with support when required.

### Level C (in addition)

12 months experience in dealing with more than one area of Exchequer Services; Accounts Payable, Supplier Monitoring and Payment Runs or Income Collection processing) and mentors other team members.

Demonstrates confident use of relevant systems.

Ability to conclude enquiries only referring those with no known solution to the Senior Exchequer Services Officer

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## Skills

### Level A

Ability to complete basic tasks in Microsoft Word, Excel, Teams and Outlook being supported where required.

Ability to follow procedures and carry out tasks with support from manager or mentor.

Can communicate effectively to end users and choose an appropriate communication response method with guidance, when necessary, from a manager or mentor.>

### Level B (in addition)

Able to independently use Microsoft Word, Excel, Teams and Outlook to respond to enquiries.

Ability to work unaided for periods of time on tasks with minimal support from manager or mentor.

Able to use available resources to problem solve in task management with minimal support from manager or mentor.

Supporting, mentoring, and sharing knowledge with other team members when required.

Able to prioritise planned day to day work and tasks independently.

Able to review and update training resources.

### Level C (in addition)

Ability to complete tasks within Microsoft Word, Excel, Teams and Outlook with attention to detail.

Able to select the most effective communication method and adapting language when communicating with a range of audiences where appropriate.

Ability to work independently on all daily tasks.

Ability to prioritise unplanned and planned day to day work.

Able to explain processes and procedures to other team members.

**Able to interpret reports.**

Able to deal with work-related pressure to achieve deadlines.

Able to deal with interruptions from external suppliers, the wider organisation and other team members whilst dealing with daily tasks that have deadlines