

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Exchequer Services Assistant</b>	Range 2	To contribute to the effective administration of the Councils accounts payable, and income collection functions (Exchequer Services) in an efficient and effective manner and in accordance with policy and procedures on behalf of Medway Council.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<b>Qualifications</b>	<b>Qualifications</b>	<b>Qualifications</b>
			<b>Knowledge</b>	<b>Knowledge</b>	<b>Knowledge</b>
			<b>Experience</b>	<b>Experience</b>	<b>Experience</b>
			<ul style="list-style-type: none"> <li>Five GCSE Grade 4 or above including Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Understanding the processes and policy relating to a specific area, either: Accounts Payable, Supplier Monitoring and Payment Runs, <b>or</b> Income Collection processing.</li> <li>Supported working on other areas of Exchequer.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Supporting others with processes across a range of Exchequer Services tasks.</li> </ul>
			<ul style="list-style-type: none"> <li>Literacy, numeracy and ICT knowledge to support a range of tasks</li> </ul>	<ul style="list-style-type: none"> <li>Understanding the processes and policy relating to a specific area, either: Accounts Payable, Supplier Monitoring and Payment Runs, <b>or</b> Income Collection processing.</li> <li>Supported working on other areas of Exchequer.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Supporting others with processes across a range of Exchequer Services tasks.</li> </ul>
			<ul style="list-style-type: none"> <li>Experience of working within a customer facing or customer relations role.</li> <li>Experience in dealing with internal &amp; external customer enquiries by telephone, Teams or by email.</li> </ul>	<ul style="list-style-type: none"> <li>12 months of working within a financial services environment such as accounts receivable / payable, credit control, account reconciliation or a similar related office environment.</li> <li>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.</li> <li>Demonstrates ability in the use of relevant systems including inputting transactions accurately.</li> <li>Experienced in justifying and confidently responding to enquiries, with support when required</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Demonstrates confident use of relevant systems.</li> <li>Experienced in concluding enquiries only referring those with no known solution to the Senior Exchequer Services Officer</li> </ul>

			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to complete basic tasks in Microsoft Word, Excel, Teams and Outlook being supported where required.</li> <li>• Ability to follow procedures and carry out tasks with support from manager or mentor.</li> <li>• Can communicate effectively to end users and choose an appropriate communication response method with guidance, when necessary, from a manager or mentor.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to independently use Microsoft Word, Excel, Teams and Outlook to respond to enquiries.</li> <li>• Ability to work unaided for periods of time on tasks with minimal support from manager or mentor.</li> <li>• Able to use available resources to problem solve in task management with minimal support from manager or mentor.</li> <li>• Supporting, mentoring, and sharing knowledge with other team members when required.</li> <li>• Able to prioritise planned day to day work and tasks independently.</li> <li>• Able to review and update training resources.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Can complete tasks within Microsoft Word, Excel, Teams and Outlook with attention to detail.</li> <li>• Able to select the most effective communication method and adapting language when communicating with a range of audiences where appropriate.</li> <li>• Ability to work independently on all daily tasks and prioritise unplanned and planned day to day work.</li> <li>• Able to explain processes and procedures to other team members.</li> <li>• Can interpret reports</li> <li>• Able to deal with work-related pressure to achieve deadlines.</li> <li>• Can deal with interruptions from external suppliers, the wider organisation and other team members whilst dealing with daily tasks that have deadlines.</li> </ul>
<b>Exchequer Services Officer</b>	Range 3	To support in the delivery of the effective administration of the Councils accounts payable, and income collection functions (Exchequer Services) in an efficient and effective manner and in accordance with policy and procedures on behalf of Medway Council.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Five GCSE Grade 4 or above including Maths and English</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards AAT level 3 (or equivalent qualification) and has completed a minimum of 50%.</li> </ul>
			<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Understanding and knowledge of different processes and internal policy across a range of tasks undertaken by the Exchequer Team. Across Accounts Payable or Supplier Monitoring and Payment runs or Income Collection processing and how they work together to form an effective service.</li> <li>• Knowledge and confident ability to navigate and use Integra / Centro's</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• In depth understanding of processes and policy relating to more than one area of Exchequer (Accounts Payable, Supplier Monitoring and Payment runs or Income Collection Processing) and to use the knowledge to undertake tasks, provide advice and conclude complex enquiries.</li> <li>• Supported working on unfamiliar areas of Exchequer.</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Accomplished understanding of relevant processes, policy and any legislation related to all areas; Accounts Payable, Supplier Monitoring and Payment runs and Income Collection Processing and to demonstrate specialist technical knowledge across those areas.</li> <li>• Continued professional development to include relevant training.</li> </ul>
			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working within a financial services environment such as accounts receivable /</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 2 Years experience of working within a local authority Exchequer team</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Expert experience in dealing with technical and detailed enquiries relating to all areas of Exchequer</li> </ul>