

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Finance Assistant	JEID	R0375
Salary Grade:	Scale F		
Team:	Exchequer and BAIC		
Service Area:	Finance		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leads		
Responsible for:	N/A		

Role Purpose

To contribute to the effective operation of Exchequer Services & Benefits Assessment and Income Control (BAIC) services by ensuring the provision of well-administered, accurate and timely financial systems.

To work within one of the five teams with Exchequer Services and BAIC:-

Financial Assessments and Benefits advice

Charging team (BAIC)

Payments team (Exchequer Services)

Income and Debt Recovery – Sundry Debt (Exchequer Services)

Income and Debt Recovery - ASC debt (BAIC)

Role Responsibilities

- To process income received as cash, cheques, bank credits or card payments using Heycentric system for both WCC and the Pension Fund and Abacus Finance system for Adult Social Care
- To assist with resolution of income queries, coding issues, re-allocations and reconciliations
- To Assist with the recovery of overdue debt for both Adult Social Care and WCC Sundry debt
- To contribute to the debt recovery process including dealing with debtor queries and referrals to Legal for further action

- To assist with completion of financial assessments and provision of benefits advice, using WCC systems and liaising with WCC colleagues, clients and their representatives, and other agencies as required.
- To respond to calls from clients or their representatives concerning financial assessments or benefits advice requests or queries
- To ensure the effective operation of charging systems and maintenance of client data for accurate and timely billing
- To deal with standard, non-standard and complaint calls from clients due to incorrect billing issues
- To process supplier invoices, payments to individuals, pro-forma payments conducting appropriate technical and financial checks
- To assist with resolution of payment queries with suppliers and customers

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

NVQ Level 4 or equivalent qualification OR at least 3 years' experience in a finance environment	A/I
Strong numeracy skills and to be able to produce work to high levels of accuracy	A/I
The ability to communicate effectively in person and in writing to a variety of stakeholders, both internal and external, This information can be complex and not always welcomed by the recipient	A/I
Ability to operate a variety of computer applications, including spreadsheets, databases and word processing packages.	A/I
The ability to use own initiative to respond independently to difficult problems and unexpected situations	A/I
The ability to work under pressure including meeting deadlines and dealing with urgent interruptions	A/I
The ability to interpret and analyse varied and complex information or situations and to produce solutions over the short/medium term	A/I
Experience of handling and processing manual or computerised information	A/I
The ability to organise own workload and decide priorities.	A/I
Maintain and respect confidentiality of information.	A/I
A commitment to customer care and continuous improvement in service quality.	A/I
Ability to use a keyboard with precision and speed Where applicable the successful applicant will be subject to a criminal record enhanced check with the Disclosure & Barring Service (DBS) before the appointment can be confirmed.	A/I A/D

Desirable Criteria

Assessed By:

AAT/IRRV qualification	A/I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors

<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	