

<b>Job Title: Receivables Invoicing Officer</b>	<b>Role Profile Number: AF00019</b>
<b>Grade: Salary: K</b>	<b>Date Prepared: Jan 2018 Updated 19/1/21</b>
<b>Directorate/Group: Resources – Finance- Revenues &amp; Benefits</b>	<b>Reporting to: Invoicing Team Leader Receivables</b>
<b>Structure Chart attached:</b>	Yes

### **Job Purpose**

Contribute to the effective delivery of high quality customer service in the Accounts Receivable service. Perform all duties in accordance with defined processes, timetables and agreed service levels.

### **Key Accountabilities**

- Accurate and timely Set up & amendments of Customers & Suppliers in the Councils Accounts Receivable System and Periodic System.
- Resolving queries and accurate and timely processing of Credit Notes.
- Accurate and timely Process of Refunds of overpaid invoices.
- Accurate and timely Input of Oracle & Periodic Manual Invoices.
- Timely printing of AR Invoices & Credit Notes (Oracle & Periodic).
- Produce Monthly Direct Debit run and update Direct Debits following instruction by BACS and customers.
- Posting of daily payment files and allocating suspense items (unapplied payments)
- Set up and ordering of payment cards for Home Care customers.
- Deceased and billing files.
- Recording and Making amendments of from Adult Social Care Centres, & Homeline Telecare so that correct charges for client care contributions are made.
- Preparation & processing of ASC Billing File which includes daily completion of Financial Assessment charges in aid of billing.
- Deal with enquiries from external and internal customers. Take ownership of query resolution providing support in escalation processes where appropriate.
- Contribute positively to improving standards and procedures of the team.
- Record management information.

- Assist in service improvements.
- Meet deadlines.
- Adhere to Service Level Agreements/KPI's.

### **Supplementary Accountabilities**

- Provide cover at busy times as required.
- Liaise closely with other colleagues, building and maintaining good relationships.
- Work on joint/cross-service activities to optimise team utilisation; and otherwise response to team objectives.
- Undertake any other duties as required by the Team Leader Receivables Invoicing
- Promote a customer focused and team based culture that identifies, communicates, and addresses customer needs.
- To uphold and comply with the statutory provisions of Health and Safety at work Act 1974
- To understand and comply with Council Equal Opportunities Policy.
- To maintain confidentiality and comply with Data Protection Act.
- Act in accordance with HR policies.

### **Knowledge & Experience**

- Demonstrable administrative experience to include the use of Financial IT systems to input transaction data.
- Able to communicate effectively with customers and contacts

### **Qualifications**

- Good level of literacy and numeracy skills GCSE GRADE C (Maths & English).

### **Decision Making**

- Ability to make day to day decisions relating to the tasks listed above.
- Ability to prioritise own workload to ensure all tasks are completed within given timeframes.
- Make recommendations to Line Management relating to performance.
- Make recommendations to inform strategic decisions on the future of Invoicing, billing and debt recovery.

### **Creativity and Innovation**

- Willingness to be proactive and present ideas for improvement in ways the service is delivered.
- Use creativity to suggest improvements in business processes
- Have the ability to identify and present new opportunities and persuade others of their benefits

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> n/a</p> <p><b>Typical tasks supervised/allocated to others</b> n/a</p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Contact with the general public and businesses who have been invoiced. Contact with supervisors, seniors and team members.
- Contact with wider Finance and Revenues and Benefits teams, managers and professionals.
- Contact with officers at all levels across the Council.
- Regular contact with 3rd party providers.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role** *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	