



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Finance Assistant	<b>Role Profile Number:</b> SBC_11765
<b>Grade:</b> Level 4	<b>Date Prepared:</b> December 2020
<b>Directorate/Group:</b> Finance, Resources	<b>Reporting to:</b> Part of Support Pool
<b>Structure Chart attached:</b>	Yes

### Job Purpose

- Contribute to the effective delivery of high-quality customer service in the Corporate Finance area.
- Provide support to the wider Finance service to maximise the performance and ensure customer satisfaction.
- Develop relationships within the Finance Team and with other departments to ensure effective query resolution.
- All activities need to be performed in accordance with defined processes and timescales.

### Key Accountabilities

- To process journals, interface files, recharges, grants, and any other appropriate activities to assist services with effective budgetary control.
- To complete or provide cover for the supplier payment runs, liaising closely with other staff to resolve any issues, ensuring cheques are printed parallel with system arrangements.
- To complete reconciliations including investigating and correcting discrepancies.
- To provide support to the Finance Support Pool in the provision of their reconciliation and transactional activity.
- To deal with enquiries from external and internal customers. Take ownership of query resolution, providing advice and support where appropriate and ensuring timely escalation of issues when necessary.
- To contribute to the continuous improvement of own work and work of the team in support of delivering an efficient and effective finance service.
- Provide cover for daily routines and other priority tasks at busy times as required.
- To undertake any other duties as required by the Finance Management Team and perform activities within the scope of the role to support all Finance activities as directed by the line manager.

### Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable administrative experience to include the use of Financial IT systems.
- Able to communicate effectively with customers and contacts.
- Good interpersonal skills.
- Strong customer and delivery focus.
- Attention to detail.
- Strong numeracy and analytical skills with the ability to work with financial information.
- Proven experience in a similar team within a service organisation.
- Methodical with attention to detail abilities.
- Computer literate including MS Excel.

**Qualifications**

- Educated to GCSE level (grade A-C) or equivalent.

**Decision Making**

- Prioritisation of work
- Reconciliation and monitoring decisions are made within broad criteria governed by good accounting practice
- Discretion to deal with errors
- Discretion to deal with ad hoc financial queries according to need of clients.

**Creativity and Innovation**

- Identification of any ideas on process improvement are expected of the team.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Cover for day to day tasks.</li> </ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes/No</p> <p>Yes/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)*

- Regular contact via telephone, email and answering enquiries from internal SBC managers/ staff, and external suppliers / customers.

**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).*

This role is office based with attendance at other Council sites sometimes required.

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