



Role Profile

Job Title: Finance Officer - Cashiers	Role Profile Number: RS129
Grade: K Salary:	Date Updated: 24/6/2020
Directorate/Group: Finance / Revs & Bens	Reporting to: Revenues Team Manager
Structure Chart attached:	

Job Purpose

- To allocate all Cheque and Bank (and cash) payments to the correct ledger codes and invoice numbers
- To assist in the reconciliation of daily payments received to the totals in the ledger and various invoicing systems

Key Accountabilities

- To allocate payments received to the correct debts and ledger codes using the Council's cash management and processing systems. Liaising with Customers (general public and business), Finance, Revenue & Benefits & Housing staff to ensure the correct allocations.
- Undertake a reconciliation to ensuring that all cheques received in Council's 'Post room' are processed and cashed. An end of day reconciliation is also undertaken.
- Issue receipts to Departments for cheques that are processed where required.
- Preparing and agreeing the daily transfer of funds between the Council's bank accounts (having access to the online bank accounts)
- Finding the relevant invoice number or ledger codes to allocate all bacs payments that are rejected daily.
- Processing spreadsheets of 'bulk' payments where individual accounts need to be allocated to either from Enforcement agents or other council Departments
- Processing income returns through Cash Management that come in from other departments ie Libraries, Care Homes, Catering, Building Control, and Crematorium. (Either weekly or monthly). Contacting the Departments to rectify discrepancies.
- Keep items allocated to suspense records to a minimum and periodically review such items in order to attempt to allocate them to the correct ledger or debts.
- Issue and produce refunds of payments that have been incorrectly made to the Council

- Using All Council Invoicing systems to identify payments where reference numbers are not quoted
- Answering enquiries from across the Council where there are searches for missing payments
- Processing any returned unpaid cheques from the bank. This can involve investigations into what the original payment was made for and advising the original Department that there payment has been returned unpaid.
- Processing and balancing journal payments where transfers between invoices or debts are required

Supplementary Accountabilities

- Cover for Revenues Officers and answer customer enquiries in relation to outstanding invoice queries.

Knowledge & Experience

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

- Previous experience in cashiering is desirable
- Office experience in a financial office
- Use of PCs
- Use of financial systems are desirable and ability to learn different various systems quickly
- Eye for
- Customer care skills and experience are desirable
- Communication skills

Qualifications

- GCSE mathematics or equivalent is needed in order to reconcile payments and daily balancing
- GCSE English or equivalent is desirable in order to demonstrate good communication skills

Decision Making

- Allocations of payments to be processed. Allocating to invoices or suspense where unsure.

Creativity and Innovation

- Helping to identify new and improved ways of working – Improving the speed of processing
- Investigations into payments and where they need to be allocated to needs some through and investigative work
- Persuading customers and Businesses to utilise more modern processing methods, such as Direct Debits or online payments

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None, but allocation of own tasks is important • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Cash and Cheque handling.</p> <p>Pc and cheque receipting equipment. Desk, chair and work station.</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)

- General Public and Businesses in order to attempt to allocate payments
- Finance officers to allocate to ledger and with reconciliation queries
- Revenue & benefits & Housing staff to allocate payments
- Other Council staff processing income
- Business Support to process refunds

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

Generally office based working on pcs.

(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).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	