

## JOB DESCRIPTION

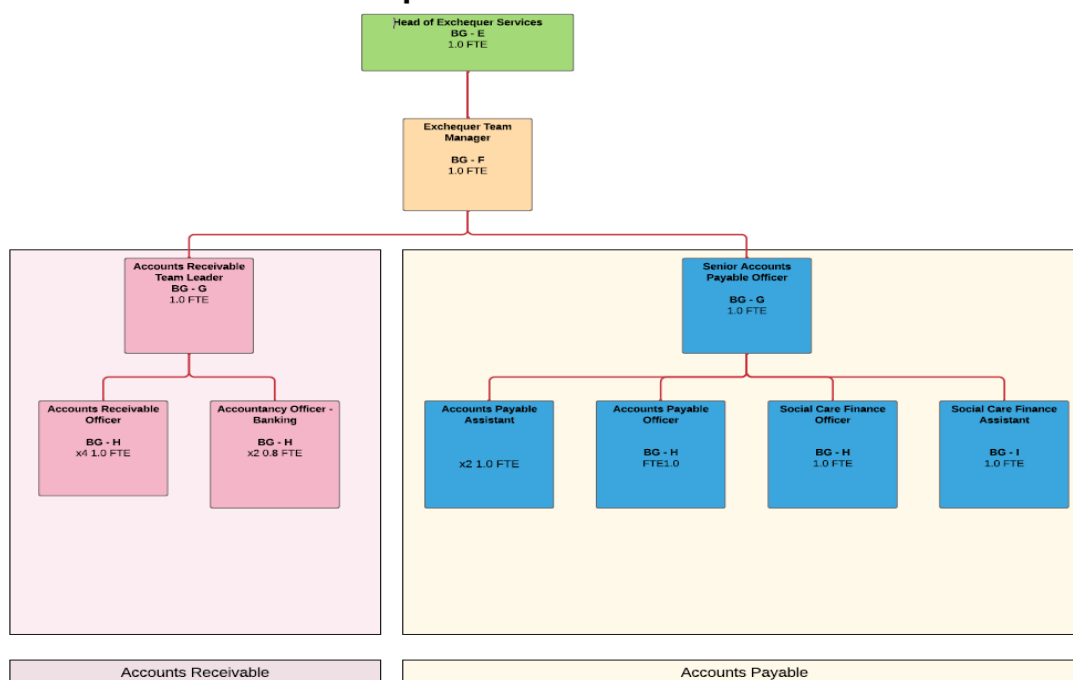
<b>Job Title:</b>	Accounts Receivable Officer		
<b>Directorate:</b>	Resources	<b>Salary:</b>	£25,878 - £31,099
<b>Section:</b>	Finance & Business Services	<b>Grade:</b>	BG-H, SCP15-24
<b>Location:</b>	Time Square	<b>Work Style:</b>	Flexible

### Key Objectives of the role

- Ensure monies due to the Council, primarily within the service of Adult Social Care are actively managed, monitored and recovered, by resolving all queries, highlighting and escalating issues and managing and monitoring payment plans and direct debits
- To ensure the efficient and effective management of the financial affairs of the Borough Council, specifically related to Accounts Receivable
- Provide financial information and options to officers and customers in relation to monies owed to the Council.

### Designation of post and position within departmental structure

## Exchequer Services



## Daily and monthly responsibilities

- Maintenance of the Accounts Receivable database in relation to Adult Social Care
- Attend weekly Adult Social Care debt panel meetings, ensuring actions taken in a timely manner and filed daily and ahead of the debt meetings
- Assist with debt management procedures including the resolution of customer queries, using initiative to diary and chase payments, liaising with the Council's legal department on arrears cases, and supporting debt management group activities.
- Raise invoices, credit notes and reminders to the Council's customers in a timely manner.
- Ensuring Adult Social Care charges and terminations are completed in a timely manner, liaising with ASH Finance to this end and as necessary.
- Ensure repayments relating to refunds/overpayments processed in a timely manner
- Ensure all the Council's direct debit payments are properly collected and reconciled to Agresso with BACS notifications and amendments noted as received.
- Liaise with staff in Adult Social Care, Financial Assessment, Adult Social Care Finance, Legal and other departments on matters related to the collection of amounts due to the Council.
- Work closely with the Accounts Receivable Team Leader and Accounts Receivable Team Manager to ensure an effective credit control policy is maintained.
- Ensure aged debts are prepared for agreed write-off, where appropriate, in a timely manner
- Ensuring compliance with overall statutory deadlines and other agreed timetables for the delivery of financial services and meeting the needs of Audit in particularly the Final Accounts external audit.
- Undertake necessary reconciliations, resolving errors and making corrections.
- Provide support to users in the Council's departments in the use of the Agresso Accounts Receivable system.
- Other reasonable finance duties as agreed with the Accounts Receivable Team Leader and Accounts Receivable Team Manager

## Scope of role

To ensure timely and accurate information and query resolution to enable prompt collection of Adult Social Care invoices of £2.5m monthly

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	Extensive experience in a credit control role	Relevant experience of local authority finance
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Extensive experience of communicating clearly with people of all levels, including external customers. Using telephone, written and face to face contact.</p> <p>Good ICT skills including the use of a spreadsheet and word processing.</p> <p>Experience of a multi-system finance department environment</p> <p>Ability to achieve objectives through planning, monitoring and re-appraisal.</p>	<p>Experience of handling many calls daily from vulnerable adults and younger adults</p> <p>Experience of Agresso, Controcc, LAS</p> <p>Experience of a large, complex organisation.</p> <p>Experience in a local government or public sector exchequer function.</p>
<b>Work-related Personal Requirements</b>	<p>Self-motivated with the ability to work on own initiative.</p> <p>Methodical, organised and accurate approach to work.</p> <p>Willing to respond to requests, open to new ideas and being innovative.</p> <p>Ability to work under pressure.</p> <p>Committed to maintaining professional standards, quality service delivery and a good professional image.</p>	
<b>Other Work Requirements</b>	<p>The ability to converse easily with members of the public and respond effectively to questions in spoken English</p> <p>No criminal record involving theft or fraud</p>	
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

**All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**