



ROLE PROFILE FOR TRANSACTIONS OFFICER

Role Title: Transactions Officer

Service: Corporate Finance

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Transactional Accountancy and Systems Manager

Role Purpose

The primary role is to provide fast and accurate processing, recording and posting of the Council's transactions and ensuring that debts and invoices are raised and paid promptly. The role includes responsibility for accounting for Vat accurately, monthly VAT returns, cash and control account reconciliations, transparency reporting and administration of credit card and procurement cards. The role also involves communicating with staff across the Council and with outside suppliers, customers and members of the public to progress queries and resolve non-payments.

Main Duties and Accountabilities

Knowledge and Expertise

Debtors

- Maintenance of the accounts receivables ledger and debtors accounts



- Raise invoices and credit notes for sundry debts upon request from services
- Post invoices, credit notes and reminders (Dunning Letters)
- Raise periodic invoices including liaising with services to agree amounts to be invoiced
- Daily reconciliation of cash/debtors to General ledger
- Allocation of cash in suspense and maintenance of fund records
- Daily review and allocation of debtor payments received on debtors accounts
- Issue debtors account statements upon request
- Preparation of debt management reports for services and for debt analysis
- Collection of debts in accordance with the Council's Sundry Debt and Income policies
- Provide information required for the close of accounts
- Provide information for calculation of bad debt provision
- Creating direct debits/regular payments for customers and processing monthly BACS direct debit collection
- Application of the Council's bad debt policy including processing approved write offs
- Submission of debts to Credit Protection Association for debt recovery action
- Reconciliation of debtor accounts to assist in debt collection
- Respond to queries on customer accounts from services and customers

Creditors

- Processing creditors PO invoices / credit notes & carrying out control checks
- Processing 'BACS vouchers' (non PO invoices) and ensure approval in line with delegated authorities
- Check validity and accuracy of payments in accordance with the financial regulations and standing orders
- Checking accuracy of new creditors and changes to existing creditors ensuring control checks undertaken to mitigate fraud
- Dealing with supplier queries and statements re outstanding payments
- Selecting invoices for payment to agreed timetable
- Processing weekly BACS payment run for payments to suppliers
- Processing BACS payment runs for grant payments as required
- Raise urgent or exceptional payments on Council's online banking platform



- Reconciliation of Creditor system to the GL
- Handle NFI matching queries
- Checking NXG Forensics system for duplicate invoices and unusual transaction patterns and resolving appropriately
- Manage creditor accounts and cleanse as required

VAT

- Ensure that VAT is correctly recorded on invoices and in all systems
- Operate key monthly controls to ensure accuracy of VAT recorded
- Prepare monthly VAT return

Credit and Procurement Card Programmes

- Administrator for Credit card and Procurement card programmes
- Issue monthly statements to cardholders
- Review cardholder documentation for accuracy, completeness and appropriate VAT coding
- Administer applications for new cards and changes to credit limits in line with delegated authorities
- Ensuring completeness and accuracy of procedures and declarations
- Ensure all cards are returned and disposed of correctly when staff leave the Council.

Bank Accounts and Cash Management

- Reconciliation of bank accounts and identification and posting of differences
- Administer Direct Debit payments
- Management and analysis of bank suspense account clearing appropriately
- Filing all bank statements
- Reconciliation of imprest accounts/petty cash accounts
- Reconciliation of cash receipts
- Allocation of payments received
- Liaise with bank to stop payments as required
- Refund payments to customers (via bank or credit/debit card)
- Internal transfer of funds between accounts
- Receive telephone payments and process internally & externally
- Reconcile parking, museum and theatre returns to bank statement
- Reconciliation of all previous day's cash receipting transactions e.g. kiosk, phone, cheque, internet payments
- Assist Transactional Accounting and Systems Manager with updating bank mandates



Reporting

- Providing information required for the close of accounts and for internal and external audits
- Reporting details of expenditure and payment timeliness under Transparency reporting
- Reporting of expenditure on procurement cards under Transparency reporting
- Assist Transactional Accounting and Systems Manager with quarterly management reporting on POs raised after invoice and PO assertions

Systems

- Operation of system admin tasks under direction from Systems Accountant or Transactional Accounting and Systems Manager
- Assist Systems Accountant or Transactional Accounting and Systems Manager with User Acceptance testing during upgrades and implementation of new modules or system changes

Other

- Ensuring procedure notes for all tasks are up-to-date and accurate and where appropriate are published on the Council's intranet (Warbler)
- Management of CIS scheme including payments and returns (currently nil return)
- Completion of benchmarking and other statutory returns
- Prepare responses to Freedom of Information requests

Creativity and Innovation

- Ability to problem solve effectively
- Ability to challenge existing ways of working and suggest improvements to transactional processes

Financial Accountability

- To take responsibility for the billing of Council customers and the initial steps in the collection of debts



- To ensure that all payments are made in accordance with the Council's procedures and authorisation limits
- To ensure VAT is accounted for correctly

Impact upon the Organisation & the Community

- To continuously improve the service to customers both internally and externally
- To build and maintain effective services and relationships with a broad range of customers
- Support and train other officers on use of the Council's financial systems and policies.
- To be able to converse clearly with other members of staff and the public
- To be able to write letters and emails in a professional manner to customers and members of the public
- To be able to prepare simple reports for members and management.
- To be aware that you are a representative of the Council
- Training other Officers across SHBC on Finance matters and using the Civica Financial System as required

Management & Supervisory Responsibilities

- None

Initiative & Independent Action

- To work closely with services to monitor debts and ensure debts are collected promptly through agreed recovery actions in line with the Council's debt policies
- To ensure that payments are made in accordance with the council internal procedures
- Advise and support services in potential debt write-off in accordance with Financial Regulations
- To be alert to the possibility of fraud
- To be able to prioritise work to take account of the demands of the service



General

- To deputise and cover for other members of the transactions team as required
- To work collaboratively with colleagues in accordance with Council behaviours, values and policies to achieve the Council aims and objectives.
- To deal with requests for information from members and officers
- To work with absolute personal integrity at all times
- To undertake other roles, responsibilities and duties commensurate with the level and expectations of this post which may be required from time to time
- Maintain a safe working environment at all times adhering to all Council Policies and procedures

Continuous Professional Development

- Keep up-to-date with awareness of different types of fraud, scams and cybercrime to recognise, prevent and minimise fraud
- Agree learning, development and personal growth plan with Transactional Accounting and Systems Manager

Customers and Contacts

Important Internal Relationships

- Transactional Accounting and Systems Manager
- Corporate Accounting team
- Strategic Finance Manager
- Heads of Service
- Service Managers
- Information and Communications Technology Service
- Other staff throughout the Authority



Important External Relationships

- All customers either as residents, businesses, and suppliers
- Banks and Building Societies
- HMRC
- Credit and procurement card providers

Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
Ability to participate in the Council's out of hours Civil Emergency arrangements.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.
- **Important: This role is one of three posts within the Council's Transactions team. This is a generic job profile that applies to all these posts. Therefore a post holder may not be required to complete all of the tasks listed above, but will be required to cover for the other post holders as required and under direction of the Transactional Accounting and Systems Manager**



Transactions Officer - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
GCSE or equivalent standard of education in particular English and maths	E	A
Credit control qualification	D	A

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Basic understanding of accounting practice	E	A
Proficient in use of Microsoft products particularly at least a basic level of skill in Excel	E	A
Good interpersonal skills	E	A/I
IT literate and proficient in using all associated systems and networks to acquire, manipulate and disseminate information	E	A/I
Ability to process data accurately and efficiently with good attention to detail	E	A/I/Assessment Exercise
Knowledge of VAT within local government	D	A
AAT	D	A
Knowledge of Civica (Finance system)	D	A



Understanding of Local Government Services and regulations	D	A
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Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
To present a professional and competent image at all times	E	A/I
Ability to express ideas or facts clearly	E	A/I
Ability to communicate in a variety of styles, including the production of simple reports and other forms of communication materials in professional manner	E	A/I
To be approachable and to earn respect from staff, Members, customers, suppliers and representatives from outside bodies	E	A/I
Able to deal sensitively with customers	E	A/I

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Demonstrate the ability to create new and imaginative approaches to processes and systems	E	A



Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience and understanding of financial responsibilities of this post	E	A/I
Experience and understanding of the requirements for VAT returns	D	A/I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to form good relationships with suppliers and customers	E	A/I
Ability to handle issues with tact and diplomacy	E	A/I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
N/A		

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Able to work with minimal supervision	E	A/I



Ability to problem solve effectively		
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Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Good communicator at all levels	E	I
Positive approach to challenges and change	E	I
Demonstrate a commitment to all equality and diversity issues and an ability to deliver to a diverse customer base	E	A
Demonstrate an awareness of personal strengths and areas for further development	E	I
Ability to plan and prioritise own work	E	A/I
Be able to work concurrently on a wide range of issues, meeting all deadlines, with minimum support and intervention	E	A/I
Able to juggle conflicting priorities to achieve team objectives	E	A/I
To be aware and carry out all relevant Health and Safety legislation and practises within a local authority or similar environment.	E	A/I

DBS Requirements

- No Check Required / Basic Check / Standard Check / Enhanced Check / Enhanced Adult & Child Barred

