

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Accounts Assistant
TEAM: Finance
GRADE: 4
SERVICE AREA: Finance Services
RESPONSIBLE TO: Team Leader – Transactional and Payroll

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. This post is subject to a disclosure check in respect of accessing a secure mailbox.

DATE ISSUED: March 2024

JOB PURPOSE:

Undertake work in all aspects of transaction processing and administration of accounts receivable and accounts payable ensuring accuracy and compliance with deadlines. Duties and responsibilities to include ensuring all aspects are completed in a timely manner as required and agreed.

Scheduled blocks of work, supporting other postholders by interrupted set aside time.

PRINCIPAL RESPONSIBILITIES:

1. Responding to internal and external customer and suppliers queries received via various methods.
2. Complete the following aspects relating to accounts payable,
 - Process all supplier invoices on receipt to the Authority using the finance system functionality to its full extent
 - Support the “no purchase order- no payment aim of authority, workflow to appropriate manager for authorisation as required.
 - Prepare for payment and verify supplier invoices on a weekly basis by BACS. Aim for cheque payments only to be made to suppliers in extraordinary circumstances rather than as a weekly event.
 - Maintain and update the finance system to enable the prompt and timely payment of invoices as submitted, and utilise system reporting to resolve queries.

- Maintain in an accurate and timely manner the administration of records relating to the Construction Industry Scheme (CIS) and to make payments and returns to HMR&C within specified timescales using the appropriate software
3. Complete the following aspects relating to accounts receivable, following the Corporate debt policy,
- Raise invoices to customers on receipt of request from services using the finance system functionality to its fullest extent
 - Produce reminders at the appropriate timescale for overdue debt.
 - Reply to customer correspondence received with regard to sundry debt.
 - Explain and give specialist advice to customers with regard to recovery issues both on the telephone and in person. Negotiating payment arrangements with debtors both on the telephone and in person.
 - Set up and monitor payment arrangements including direct debits.
 - Investigate and process queries received from customers on missing payments.
 - Liaise with service departments on queries raised and ensure prompt responses for effective collection of sum due including those periodic records relating to leases, rents and contracts and raise invoices as appropriate.
 - Take appropriate action to enforce debt, using the stages outlined in the Corporate Debt Policy, including referral of cases to the Bailiff for further action, and tracing of debtors whereby documents have been returned.
 - Monitor cases with the bailiff and deal with any issues raised.
 - Instruct and liaise with Legal Services on cases that need to be referred to County Court including monitoring of progress.
 - Prepare cases for doubtful debts and submit for write off in accordance with the Corporate Debt Policy.
4. Complete daily processing and batching of bank and other documentation relating to receipts into the Cash Receipting System.
5. Ensure high level of customer service is achieved in dealings with internal and external parties.
6. To prepare, maintain and submit records relating to specified Performance Indicators relevant to the payables / receivables function within specified timescales, highlighting any problem areas in advance.
7. To be responsible for maintaining the Corporate Petty Cash, ensuring that transactions are processed appropriately and accurately.
8. To be responsible for maintaining the Corporate Credit Cards, ensuring that transactions are processed appropriately and accurately, including any relevant analysis is undertaken for VAT and any other requirements.

9. Assistance with bank and other reconciliations as directed, for example investigation and clearance of unreconciled items.
10. Assistance with other functions of the Finance Team as directed by Team Leader – Transactional and Payroll, for example parish precept enquiries.
11. To respond effectively to requests from other service areas in the management of their supplier / customer invoices.
12. Ensure allocated monthly reconciliations including control accounts are accurately reconciled on a regular basis, at a minimum monthly, in accordance with the monthly and year end timetables. Highlight any problem areas and liaise with budget holders, Team Leaders, or Finance Services Manager, ensuring issues are resolved.
13. To undertake work through a variety of systems ensuring the most efficient use of data.
14. To respond to requests from the Finance Services Team for information relating to debt levels to enable bad debt provisions to be calculated. To ensure that all invoices are raised promptly and that computerised and other records are up to date and accurate.
15. To uphold and display the HDC behaviour competency framework to at least level 1.
16. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
17. As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

18. Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Accounts Assistant		
TEAM:	Finance Services		
GRADE:	4	WEEKLY HOURS:	37
ALLOWANCE:	N/A		
CONTRACT TYPE:	Casual <input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Fixed term <input type="checkbox"/>		

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	GCSE Grade C Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude	A,I,E		
	Proven ability to use Microsoft products to intermediate level, especially Word & Excel	A,T		
EXPERIENCE	Experience of processing accounts receivable and or accounts payable transactions	A,I	Experience of working in a Debt Recovery environment.	A,I
	Experience of using modern computerised financial systems	A,I		
	Experience of delivering excellent customer service when dealing with the public over the telephone, in writing, and in person.	A,I		
	Experience of resolving customer queries appropriately	A,I		
KNOWLEDGE	Understanding of basic double entry book keeping	A,T		

SKILLS	Ability to achieve objectives within agreed timescales	A,I	Calm approach under pressure	I
	Ability to communicate effectively	A,I	Good analytical skills	I
	Able to work on own initiative	A,I		
	Able to work flexibly in a team	A,I		
	High degree of numeracy	A,T		
	Accurate and concise work	A,T		
	Proactive and flexible approach to problem solving	A,I		
	Ensuring continuous improvement in the process & ensuring corporate views are incorporated in any changes	A,I		
	Negotiation Skills, in respect debtors and supplier			
	Ability to prioritise competing tasks	A,I		
	Proven ability to confidently deal with a wide range of customers and provide a excellent service	A,I		
	Ability to explain process to non financial colleagues	A,I		
Assessment Legend:				
	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)