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| **Department** | **CHIEF EXECUTIVE’S – EXCHEQUER SERVICES** |
| **Job Title** | APPRENTICE DATA ASSISTANT |
| **Grade** | Apprentice Grade: Grade 1: £8.45 per hour rising to Grade 3 after 12 months and satisfactory review. |
| **Primary Purpose of Job** | To assist and support the provision of a comprehensive and responsive Exchequer Services and to successfully complete the apprenticeship framework/standard. |
| **Reporting To** | Exchequer Services Assistant Manager |

**Main Duties (Year One of Apprenticeship)**

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| **1.** | This is a developmental role, you will be responsible for gathering and recording evidence for your Apprenticeship and attending any lessons, training sessions or assessments arranged by your training provider or Supervisor/Team Leader. |
| **2.** | The apprentice scheme will combine practical on the job training with theoretical learning and development. |
| **3.** | To contribute to effective working working relationships with colleagues. |
| **4.** | To input into computerised and manual records. |
| **5.** | To utilise information technology to undertake a range of tasks. |
| **6.** | To contribute to the processing of data and the calculation of payments relevant to Exchequer Services. |
| **7.** | Answering routine enquiries from clients, over the telephone or by email. |
| **8.** | Any other duties as assigned by your Supervisor/Team Leader in accordance with the nature and grade of the post. |

**Main duties – Grade 3 progression**

All the above and in addition:

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| **9.**  **10.**  **11.**  **12.**  **13.**  **14.**  **15.**  **16.**  **17.**  **18.**  **19.**  **20.**  **21.**  **22.**  **23.**  **24.**  **25.**  **26.**  **27**. | To calculate payments, wages, salaries, bonus payments, pensions, variable expenses and benefits and other amendments as required ensuring records are kept accurately and up to date.  To process all data, paper based or digital, including invoices, credit notes, timesheets, overtime, expenses, bonuses, car mileage, sickness, etc. ensuring payments are made in time to comply with current legislation.  To assist with control, balancing and reconciling of all system payments, payments made in error, manual payments, cheque amendments, stops and reissues, held payments, credit notes and stock re-ordering.  To process and despatch payments, payslips, P60’s, match remittances, control amendments and alterations, process and control payments held for collection and complete TP transfer forms  To assist with control on the limit of cheques, process the output for foreign payments, direct debits and other special payments and bank charges.  To record relevant data to aid the maintenance of policies and procedures.  To maintain a quality employee and supplier database, including cleansing & archiving to meet the needs of the Council, its partners and customers and assist in the maintenance of the Oracle information system and any additional manual or digital information systems as appropriate.  To process the receipt, recording, control, sorting and date stamping of invoices prior to payment ensuring, where appropriate, correct batching procedures are/have been followed.  To chase up invoices outside tolerance, non order invoices and rejected approvals, including chasing up authorisations, and ensure that all discounts are taken.  To provide an efficient and effective help desk providing appropriate advice, information, assistance and query resolution, verbally and in writing to employees, customers and suppliers.  To complete all general administration duties as required, e.g. letters to employees, post, inbox checks, DIP, stationery orders, running and auctioning appropriate reports, e.g. Teachers Pensions and Automatic Enrolment.    To play an active part in the use of new technology in the delivery of an effective Exchequer Service.  Assist with audit work as directed.  To process the scanning and filing of all processed information as required.  To support and play an active part in the team to ensure that it responds to customer needs in relation to the service.  To liaise with departments and establishments and supply statistical information with supervision as requested.  To meet service standards and agreed targets.  To provide support to line Managers and be willing to support and maintain effective working relationships.  To undertake any other duties necessary to the service, interchanging with other data assistants to work across the different service functions as and when required in line with business needs. |

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| **Date Job Description prepared/updated:** | **15/11/17** |
| **Job Description prepared by:** | **Exchequer Services Manager**  **/Employment Initiatives Manager** |



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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **APPRENTICE EXCHEQUER SERVICES DATA ASSISTANT** |

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| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | |
| **The Minimum Essential Requirements for the above Post on appointment are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | Ability to communicate effectively both orally and in writing. | | | | Application form, interview |
| 2. | Ability to put into practice new work based skills and demonstrate new competences gained through the Apprenticeship framework/standard. | | | | Interview and work based assessment activity |
| 3 | Ability to use IT systems to undertake a range of tasks | | | | Interview and work based assessment activity |
| 4. | Ability to develop and maintain effective working relationships with others. | | | | Application form and interview |
| 5. | Ability to maintain confidentiality. | | | | Application form/Interview |
| 6. | Work accurately to deadlines as agreed | | | | Application form/ Interview |
| 7. | Ability to work on own initiative as and when required. | | | | Application form/ Interview |
| 8. | Sufficiently numerate to be able to provide accurate financial data. | | | | Application form/ work based assessment activity |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | |
| 1. | | Applicants must be willing to complete an appropriate Apprenticeship framework/standard of study | | Application Form/Interview | |
| **3. Work Related Circumstances** | | | | | |
| 1. | | Willing to travel within the Greater Manchester region to attend training and development as necessary. | | Interview | |
| 2. | | Required to work out of hours when necessary to meet service requirements – annual leave is not to be taken at the financial year end. | | Interview | |
| 3. | | Required to be flexible to respond to service requirements. | | Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Competent in use of IT systems in particular the ability to use Excel spreadsheets and other Microsoft Office packages. | | Application form/work based assessment activity |
| 2 | High level of numeracy to be able to present accurate financial data. | | Application form/work based assessment activity |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Experience of working within Exchequer Services (payroll, pensions & accounts payable functions) in a large company. | | Application Form |
| **Please note: On successful completion of the Apprenticeship the postholder will be assessed against the following criteria which are the minimum essential requirements of the Exchequer Services Data Assistant grade 3 post. A successful assessment will confirm the postholder in post on a permanent basis, subject to funding being available.** | | | |

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| 1. | Able to communicate clearly, both verbally and in writing. |
| 2. | To have good ICT skills and able to process, respond to and follow up requests for information and data electronically. |
| 3. | Able to communicate with colleagues clearly, to pass on relevant information about customer needs. |
| 4. | Able to plan, prioritise and organise own workload. |
| 5. | Able to work with other team members, receive direction and contribute to team working. |
| 6. | Able to prepare, print, format and edit documents using the Oracle system. |
| 7. | Able to record, store, retrieve and supply information using manual systems. |
| 8. | Able to make calculations by use of a calculator. |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document |

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| **Date Person Specification prepared/updated:** | **15/11/17** |
| **Person Specification prepared by:** | **Revenues Manager/ Employment Initiatives Mgr** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.