

**Job Description**

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| **Department** | **Chief Executives – exchequer services** |
| **Job Title** | **EXCHEQUER SERVICES ADMINISTRATOR** |
| **Grade** | D |
| **Primary Purpose of Job** | To support the provision of a comprehensive and responsive Exchequer function and to deliver the services efficiently, effectively, and responsively to Council colleagues and customers. To support training and development across the service. To respond to new ways of working and provide an Exchequer Service that meets the changing requirements of the Council. To work across the different service functions. |
| **Reporting To** | Exchequer Services Team Leaders |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | |  | | --- | | To support and play an active part in the team. To develop and maintain effective working relationships with colleagues. To support delivery of an effective service, in line with council standards, Service Level Agreements and best practice. | | |
| **2** | To prioritise own workload. To assist with training and development, to ensure transfer of knowledge. To be proactive in self-development and the on-going development of the service. | |
| **3** | To deal with requests for financial information and advice. To be aware of organisational and legislative changes and to share information across the team in order to provide the appropriate advice. | |
| **4** | To process all data, paper based and digital, and to ensure payment deadlines are met. | |
| **5** | To run processes in the Cloud system, including reports and payment runs when necessary. To provide information in an appropriate format and in a secure manner. | |
| **6** | To set up all payees and maintain the appropriate databases, including cleansing & archiving to ensure information is accurate and up-to-date. | |
| **7** | To adhere to controls and procedures regarding payments, and to follow banking guidelines. | |
| **8** | To analyse data to identify and prevent errors or abnormalities, and to resolve queries. To assist with audit work as appropriate. | |
| **9** | To assist in balancing and reconciling system payments. To assist in the recovery and correction of payments made in error. | |
| **10** | To assist in promoting and developing the potential benefits of new technology. To provide support with the implementation of self-service. | |
| **11** | To provide an efficient and effective helpdesk service, providing appropriate advice. To understand and be receptive to customer needs. | |
| **12** | To complete general administration duties including letters, post, inbox, stationery orders, processing, scanning and filing of information as required. | |
| **13** | To assist in the maintenance and development of the relevant manual or digital information systems. | |
| **14** | To assist in the administration and audit of schemes, eg childcare vouchers, AVCs, purchase cards. | |
| **15** | To attend and participate in team meetings and training sessions as appropriate. | |
| **16** | To undertake any other duties necessary to the service, working across the different service functions as and when required in line with business needs, and to adhere to all Exchequer Services working practices, policies and procedures | |
| **Date Job Description prepared/updated:** | | **July 2022** |
| **Job Description prepared by:** | | **Exchequer Services Manager** |

**Person Specification**

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| **Department** | | | **CHIEF EXECUTIVES** | | | |
| **Job Title** | | | **EXCHEQUER SERVICES ADMINISTRATOR** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Effective communication skills in order to present information both verbally and in writing to a variety of audiences. | | | | | Application Form/Interview/Test |
| 2. | Ability to respond to and follow up requests for information using ICT appropriately. | | | | | Application Form/Interview |
| 3. | Ability to communicate with colleagues clearly to pass on relevant information and develop good working relationships. | | | | | Application Form/Interview |
| 4. | Ability to plan, prioritise and organise own and others workloads in a way that makes best use of time and be able to change work plans to meet targets and deadlines. | | | | | Interview/Test |
| 5. | Ability to use information technology to process payments, maintain files, store information, retrieve and produce documents. | | | | | Interview/Test |
| 6. | Able to record, store, retrieve and supply information using manual systems and be able to prepare, print, format and edit documents using the Oracle system. | | | | | Interview |
| 7. | Ability to investigate issues to identify the root cause of problems and provide solutions. | | | | | Application Form/Interview |
| 8. | Ability to work as part of a team and under own supervision using initiative. | | | | | Interview |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Working knowledge of a range of Exchequer Services processes. | | | Application Form/Interview | |
| 2. | | Proficient in Microsoft Office and use of information systems. | | | Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | | Interview | |
| **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. | Experience of working in an Exchequers Services environment. | | | | | Application Form/Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | Experience of Oracle software | | | | | Application Form/Interview |

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| **Date Person Specification prepared/updated** | **July 2022** |
| **Person Specification prepared by** | **Exchequer Services Manager** |

**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.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





