

**Job Description**

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| **Department** | **Chief Executive’s** |
| **Job Title** | Accounts Receivable Admin Officer |
| **Grade** | C |
| **Primary Purpose of Job** | To provide clerical and administrative support associated with the collection of sundry debts. |
| **Reporting To** | Accounts Receivable and Overpayments Manager |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | Provide clerical and administrative support to the team. This includes maintaining filing systems, responding to requests from other council departments, setting up new accounts and dealing with direct debits. | |
| **2** | Responsible for raising invoices, credit and debit memos and standing charges for the relevant departments. This includes adding VAT and interest where necessary, checking all the information is correct, tracing individuals and processing refunds. Deal with any queries from customers and liaise with the relevant service to resolve any disputes. | |
| **3** | Assist with the collection of outstanding invoices. This includes agreeing repayment plans with customers, monitoring arrangements and updating the system for any unpaid invoices. | |
| **4** | Amend computer records following contact with customers, other sections within the council and external agencies. | |
| **5** | Ensure that new employees are fully trained in all aspects of this role. This includes answering their questions, training on various systems, and providing ongoing mentoring and support. | |
| **6** | Provide workload and performance statistics and contribute to the achievement of processing, collection, and customer care targets. | |
| **7** | Attend team and other meetings as required to receive and share information. | |
| **8** | Maintain an up-to-date knowledge of relevant systems and identify ways in which procedures could be carried out more effectively. Assist with system testing when required. | |
| **9** | Contribute to the production and review of the section’s service plan and help to deliver any improvements. | |
| **10** | The post-holder will be expected to work as part of a team and contribute to the effective running and performance of the service by providing assistance and support where needed. All posts are interchangeable throughout the department so occasionally post-holders may be transferred to similarly graded posts in other sections. | |
| **Date Job Description prepared/updated:** | | **August 2023** |
| **Job Description prepared by:** | | **Revenues Manager** |

**Person Specification**

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| **Department** | | | **Chief executive’s** | | | |
| **Job Title** | | | **Revenues and benefits officer** | | | |
| **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. | Ability to accurately calculate charges to answer customers’ queries relating to sundry debts. | | | | | Application form /Test |
| 2. | Must be able to demonstrate an ability to organise, plan and prioritise own workload. | | | | | Interview |
| 3. | Ability to use ICT systems competently to accurately input and maintain information relating to sundry debts. | | | | | Interview |
| 4. | Demonstrate a knowledge of training methods and techniques as the post-holder will be expected to provide on-the-job training to new team members. | | | | | Interview |
| 5. | Show good communication skills to ensure the effective giving and receiving of information. | | | | | Application form/Interview/Test |
| 6. | Demonstrate an ability to deal with customers in a sensitive and diplomatic manner to meet customer needs. | | | | | Interview |
| 7. | Demonstrate effective team working, including providing support to colleagues, as well as meeting objectives determined by management. | | | | | Interview |
| 8. | **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. | | Experience of contact with the public as this post involves dealing with customers. | | | Application form/Interview | |
| 2. | | Experience of using IT systems, in particular Microsoft Office products. | | | Application form/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 | |
| **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** | | | | | | |
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| **2. Experience/Qualifications/Training etc** | | | | | | |
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| **Date Person Specification prepared/updated: August 2023** |  |
| **Person Specification prepared by: Revenues 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**.





