



## **JOB DESCRIPTION**

**JOB TITLE:** Exchequer Services Support Officer

**DEPARTMENT:** Exchequer Services  
Transformation and Resources

**GRADE:** Band 3

**ACCOUNTABLE TO:** Exchequer Services Officer

**DIRECTLY RESPONSIBLE FOR:** N/A

### **Main Purpose of the Job:**

To provide administrative support to the Exchequer Service, including carrying out financial assessments, processing payments and the collection of debt owed.

### **Main Duties:**

1. Processing transactions accurately, speedily and in accordance to Council policy.
2. To demand, collect and recover monies owed to the Council.
3. Identifying, analysing and resolving data and/or system errors and determining and applying the correct solutions.
4. Handling and inputting data, ensuring accuracy, confidentiality and security of data processed including adherence to the Data Protection Act (or relevant legislation).
5. To deal with enquiries from customers and their representatives whether face to face, by telephone or letter. Home visits to clients may be required.
6. To carry out duties ensuring that agreed service and performance targets are met.
7. Liaison with other sections, departments and outside bodies.
8. To comply and keep up to date with all Council policies, procedures, professional practices and relevant regulation and legislation.
9. To undertake any other duties as required commensurate with the post.
10. The post holder will be subject to rotation for posts on the same pay band as required.

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Confidentiality**

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.



### **PERSON SPECIFICATION**

**JOB TITLE:** Exchequer Support Assistant

**DEPARTMENT:** Exchequer Services  
Transformation & Resources

**SALARY GRADE:** Band 3

**STAGE ONE:** Disabled candidates are guaranteed an interview if they meet the essential criteria

<b>MINIMUM ESSENTIAL REQUIREMENTS</b>	<b>METHOD OF ASSESSMENT *</b>
<b>1. Qualifications/Training etc.</b>	
Good numeracy and Information Technology skills, GCSE passes in Mathematics & English Language.	C A
<b>2. Experience</b>	
Experience of administration systems in a large organisation.	AI
Experience of working in a team and achieving collective goals.	
Experience of quickly analysing problems and finding appropriate and timely solutions	A I AI
Dealing with correspondence	AI
<b>3. Knowledge</b>	
A sound understanding of the purpose and operation of Financial support services in a large organisation	A I
<b>4. Skills &amp; Abilities</b>	
Ability to communicate effectively with colleagues and/or the public both verbally or in writing, selecting and using appropriate media.	AI
Ability to analyse problems and find appropriate solutions.	AI

Ability to establish good working relationships with both customers and colleagues.	AI
Ability to focus clearly to achieve defined results and outcomes.	AI
Committed to fairness and equality and sensitive to the needs of others	AI
Proficient in a range of relevant IT skills	AI

**\* Method of Assessment**

**A** = Application form, **C** = Certificate, E = Exercise, I = Interview,  
**P** = Presentation, T = Test, AC = Assessment centre