



# HILLINGDON

LONDON

## Job Profile – Transactional Finance Assistant

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<b>JOB TITLE:</b>	Transactional Finance Assistant
<b>GRADE:</b>	Scale 2
<b>POST NO:</b>	TBC
<b>JOB TIER:</b>	6 (non management)
<b>DBS CHECK:</b>	Basic
<b>GROUP:</b>	Finance
<b>SERVICE:</b>	<b>Transactional Finance – Debtors/Payments/Financial Assessments/Financial Administration</b>

### REPORTING STRUCTURE

<b>Reports to:</b>	Principal Payments Officer/Corporate Collections Officers
<b>Direct Reports:</b>	none
<b>Indirect Reports:</b>	none

### ROLE PURPOSE:

The Transactional Finance Assistant role is a casual post to support the service with peaks in demand.

To provide administrative support to the Transactional Finance Service. Initial focus will be working with the Financial Administration, Payments and Debtors

To support the council in maintaining the accuracy of transactional records by undertaking a range of financial administrative tasks.

## A. Job Description

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### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Support the service to process small local businesses payments in order to protect local employers and businesses.
- Support the service to process payments to social care clients in a timely manner.

### 2. People Management

- This role has no supervisory responsibility.

### 3. Operational Service Delivery

- To support with basic administrative tasks, assisting the Corporate Debtors department to maximise collection and recovery of all invoices/recovery notices issued.
- To support the Corporate Payments service with basic administrative tasks such as generic mailbox email handling and entering supplier invoices.
- Assist with basic administration for the Social Care Provider Portal
- To assist the Financial Assessments service to ensure prompt processing of basic administrative tasks to ensure that Client Financial Assessments are actioned and recorded in a timely manner.
- To keep up to date with office technology and to operate new systems as required.
- To use appropriate computerised systems including Excel, Word, the Council's Financial systems
- To obtain a basic knowledge of the Council's general ledger, Payments, and Debtor systems to be able to resolve queries.
- To carry out all duties in compliance with the Data Protection Act and General Data Protection Regulation (GDPR)
- Develop an understanding of the basic tax principals to apply current regulations to financial transactions.
- To provide financial administrative support as necessary to transformation, and efficiency projects within the Council.
- Carry out ad hoc tasks in line with the needs of the service.

### 4. Service Planning & Development

- Adhere to management instructions linked to the current Team Plan and develop a basic understanding of own contribution in order to ensure delivery of this plan.

### 5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

- Assist with ensuring a consistent, cost-effective approach throughout the authority to the billing and recovery of sundry debts thus ensuring best practice is applied, debts minimised and cash flow maximised.
- Understanding the requirement for accurate financial assessments and the impact of inaccuracies for both the client and the Council.
- To assist the service in making payments in accordance with contractual payment terms and supporting the Supplier Incentive Programme

## **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Participate in the development of work procedures, guidance and training notes.

## **7. Contacts**

- Internal: All staff to Deputy Director level.
- External: Residents, Council's bankers, suppliers, Staff of other Local and Public Sector Authorities; External Audit; Government Departments;

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

- Delivery of agreed appraisal objectives.
- Common performance targets are set and monitoring procedures are in place to ensure compliance and recognise improved achievement levels to achieve economy, efficiency and effectiveness.

## B. Person Specification – Transactional Finance Assistant April 2026

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS – Entry requirements</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
5 GCSEs (including Maths & English Grade C or above or equivalent).	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to work flexibly to meet the needs of the service.	✓	
Willingness to working in finance and learn about financial transactions	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of working in a finance team	✓	✓
Experience of working in a administration team		✓
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Good verbal and written communication skills.	✓	
Ability to effectively utilise IT packages, including Microsoft software spreadsheets and word processing packages.	✓	
Good numerical skills in order to be able to deal with reconciliation of customer/supplier statements and system reconciliations	✓	
Accuracy and attention to detail in order to deal with mundane, repetitive tasks without compromising quality	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> - Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> - Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> - Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	

<b>Communication</b> - Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> - Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> - Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	