



# HILLINGDON

LONDON

## Job Profile – Exchequer Services Support Apprentice

---

|                                 |   |
|---------------------------------|---|
| <b>JOB TITLE:</b>               | Exchequer Services Support Apprentice                     |
| <b>GRADE:</b>                   | Apprentice Level 3  |
| <b>POST NO:</b>                 | 450 & 296   |
| <b>JOB TIER:</b>                | 5 (non management)  |
| <b>DBS CHECK:</b>               | Basic   |
| <b>GROUP:</b>                   | Finance   |
| <b>SERVICE:<br/>Assessments</b> | <b>Transactional Finance – Debtors/Payments/Financial</b> |

### REPORTING STRUCTURE

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

### ROLE PURPOSE:

The Apprenticeship is a placement for a Finance Assistant for up to 2 years, during this time you will be expected to complete the Level 3 Assistant Accountant Apprenticeship, which includes study for the AAT Advanced Diploma in Accounting qualification.

To provide administrative support to the Transactional Finance Service. Initial focus will be working with the Social Care Financial Transactions within the ASC Debtors and Financial Assessments departments

To assist Directors, Heads of Service, Service Managers, Team Leaders and Colleagues in maintaining the accuracy of transactional records by undertaking a range of financial administrative tasks.

## A. Job Description

---

### 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'.
- Ensure payment to social care clients and benefit recipients are made on time in order to avoid creating financial hardship for residents.
- Ensure payments to small local businesses are made without delay in order to protect local employers and businesses

### 2. People Management

- This role has no supervisory responsibility.

### 3. Operational Service Delivery

- To assist with providing an effective, efficient and quality Corporate Debtors service to maximise collection and recovery of all invoices/recovery notices issued.
- To assist the Corporate Payments service with prompt and accurate matching of invoices and credit notes to purchase orders for supplier payment.
- Assist with administration for the Social Care Provider Portal
- To assist the Financial Assessments service to ensure prompt processing of administration task 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 maintain a working knowledge of the Council's general ledger, Payments, and Debtor systems in order 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.
- Ensure that financial regulations and statutory obligations are met.
- Communication effectively within the teams organisational standards, both in written terms and orally, with both internal and external stakeholders.
  - To be responsible for writing and maintaining procedure notes for tasks undertaken.
- To provide financial administrative support as necessary to transformation, and efficiency projects within the Council.
- To assist as necessary, in responding to Freedom of Information Act requests.
- To assist with the training of staff.
- Consistently deliver a 'right first time' level of high quality in a timely manner in line with Council requirements.
- Carry out ad hoc tasks in line with the needs of the service.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and 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.
- Take an active role in the development and improvement of Payments/Recovery/Assessment systems and working arrangements with departments.
- 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 PADA objectives.
- Successful completion of AAT levels.
- 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 - Exchequer Services Support Apprentice

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).  | ✓                |                  |
| Willingness to study towards a relevant professional qualification   | ✓                |                  |
| An equivalent or higher professional qualification within Finance cannot be held   | ✓                |                  |
| A-Levels   |                  | ✓                |
| <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.   | ✓                |                  |
| Ability to learn, understand and apply legislation as required for the role  | ✓                |                  |
| Interest in developing a career in the field of Finance and Financial Transactions within Social Care.                           | ✓                |                  |
| <b>3. EXPERIENCE</b>   | <b>ESSENTIAL</b> | <b>DESIRABLE</b> |
|  | ✓                | ✓                |
| Experience of prioritising work effectively and accurately.  | ✓                |                  |
| Experience of working in a finance 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 | ✓                |                  |
| Ability to deal with situations and information with tact and discretion whilst adhering to data protection principles           | ✓                |                  |
| Good negotiation skills in order to achieve best outcomes for the service and customers  | ✓                |                  |

|  |                  |                  |
|--|------------------|------------------|
| Ability to work under pressure and multi task to meet deadlines  | ✓                |                  |
| 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.            | ✓                |                  |