



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Sustainability and Resources
Post Title	Senior Cashier
Post Number	
Accountable to	Income and Payables Manager
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	2022

Job Description - Principal purpose of job (role summary)

As Senior Cashier, you will be responsible for the efficient daily allocation of customer payments, maintenance of customer accounts, and ensure compliance with internal controls and financial regulations. Additionally, you will contribute to a cross council team optimising the debt recovery processes and supporting continuous improvements within the wider income and payables function under the leadership of the team manager.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Maintain Financial Records

Ensure the accurate maintenance of financial records related to all financial operations, including petty cash and bank accounts.

Reconciliation and Allocation of Financial Transactions

Investigate, maintain, and clear transactions held in suspense accounts, allocating them to the correct customer, supplier, or general ledger accounts in the appropriate system. Prepare weekly bank statement for processing of debit entries.

Daily Reconciliation of Accounts

To perform the daily reconciliation of banked income receipts to amounts shown on income control and verification records, or returns from service departments.

Investigate and Respond to Financial Queries

To investigate and respond to enquiries arising from banking transactions, including liaising with

<p>other banks and building societies. Liaise with internal departments, suppliers, customers, and financial institutions to resolve discrepancies.</p>
<p>Process Payments and Receipts Prepare and process allocation of customer receipts and weekly bank statement for processing of debit entries, ensuring that all entries are accurately reflected in the financial system. Contribute to continuous improvement to processes across the Income and Payables function and propose amendments to procedures to support this improvement within your lead area.</p>
<p>Upload and Process Financial Data UTo upload daily bank & payment files and import them to the cash receipting system, process the batches and investigate and allocate any items that remain unallocated due to invalid references. Investigate and resolve any unallocated items.</p>
<p>Support Financial Operations To monitor and liaise with our car park contractor to ensure the car park machines are emptied and the monies counted and banked without any undue delay. Provide mentoring and training as required.</p>
<p>Promote and Represent the Finance Function Actively promote the finance department and the organisation in a positive manner, maintaining strong relationships with internal and external stakeholders.</p>
<p>Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities</p>
<p>Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies</p>

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	<p>GCSE in English and Mathematics at grade C or above (or an equivalent grade)</p> <p>Shows evidence of own career and professional development.</p>	<p>AAT Level 2 or equivalent relevant qualification</p>
Knowledge & Experience	<p>Experience of working within a busy exchequer or cash office working environment.</p>	<p>Experience of working in local government.</p>

		Experience of computerised cashiering systems.
Communication	Able to communicate effectively with both internal or external customers.	Proven experience handling difficult customer conversations/complaints.
Relationship Building	Able to build good working relationships with internal and external stakeholders.	Experience of building and maintaining strong working relationships with internal and external stakeholders.
Analytical	Able to analyse information logically and make objective decisions and respond to changing priorities and deadlines.	Able to analyse information logically and make objective decisions and respond to changing priorities and deadlines.
Planning/ Organising	Excellent time management skills and the ability to manage a dynamic workload.	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts and attend the workplace regularly.</p> <p>Sufficient manual dexterity to support coin counting and cash handling operations.</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	