



ADUR & WORTHING COUNCILS

Job Description & Person Specification

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

Job Description - Principal purpose of job (role summary)

As Income and Payments Officer, you will support the Income and Payables function. To assist in the performance of creditor payments, cash receipting and sundry debtor functions and provide administrative support to the service.

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: <ul style="list-style-type: none"> • 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
To assist with the processing of sundry debtors and supplier invoices.
To maintain customer and supplier standing details to facilitate correct processing of invoices.
To input entries for manual payments and amounts debited direct to the Council's bank account to prevent system payments being generated in respect of the invoices processed for these payments.
Dealing with supplier, customer or other council employee enquiries by phone, in person or in writing in order to ensure invoices are processed correctly and in accordance with approved procedures and timetables.
Providing assistance in the collation of statistical information or performance of other tasks as may be necessary from time to time in accordance with the direction and supervision of the

Income and Payables Manager.
To provide high standards of care to internal and external customers, to comply with Corporate Council Policies, and with any requirements under the Freedom of Information and Data Protection Acts.
Assist across various sections of the finance department, including both debtors and creditors teams, and provide cover for other finance roles as required. Supervise work to the Income and Payables Officers and Administration Apprentice in the absence of the Income and Payables Manager, also providing mentoring and training.
Processing cash monies received, allocating to appropriate income codes and balancing at the end of the day.
Processing cheques and postal orders received in post and balancing the same.
Actively promote the finance department and the organisation in a positive manner, maintaining strong relationships with internal and external stakeholders.
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
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

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>	AAT Level 2 or equivalent relevant qualification

Knowledge & Experience	Experience of working within a busy exchequer or cash office working environment.	Experience of working in local government
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:	