

Job Description

Job title	Finance Officer (TRACS)
Directorate	BUSINESS : Business Support
Division	Talent and Development Service
Range	MPR 3
Reports to	Head of Temporary Recruitment, Adults & Children’s Services (TRACS) Team

Main purpose of the job:

To oversee the finance function within the Temporary Recruitment & Adults and Children’s Service (TRACS) Team. To ensure the team always provide an efficient and effective finance support service, liaising with recruitment agencies to ensure invoices are submitted in a timely manner and the 3% rebate monies are effectively processed.

To deliver a high-quality accounts payable and income collection processing service for end users and external suppliers. Providing a high level of customer service and support for all service users. Effectively processing, recording and storing of transactions with a focus on accuracy and meeting deadlines, in full compliance with the Data Protection Act 2018.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Support the team to deliver an effective TRACS Finance Service and continue to build relationships with third-party agencies by managing and responding to escalated queries ensuring a smooth invoicing and rebate claiming process.

Resolve more complex and detailed enquiries, for example invoice reconciliations, liaising with the partner organisations to raise any queries and seek a resolution in a timely and efficient manner.

Ensure invoices are received and processed accurately, within agreed timelines ensuring no overpayments occur and the integrity of the finance transactions are assured.

Responsibility for day-to-day invoicing process, ensuring correct invoices are passed to Exchequer Service for payment in a timely manner. This involves chasing agencies for their weekly invoices to prevent backlog, mitigating the risk of agency workers being removed due to delayed payments.

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Effectively track invoice payments to secure the 3% rebate reimbursement, ensuring the Council receives all monies due in a timely manner and that relationships with agencies are not adversely affected.

Ensure Purchase Orders (POs) are raised for the relevant periods and details are communicated to the relevant third parties. Ensuring that any remaining PO balances are closed down on the completion of the financial quarter.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Head of Temporary Recruitment, Adults & Children's Services (TRACS) Team.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation, via telephone and email.

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Working Style:

HYBRID – a flexible working arrangement whereby an employee will undertake their work from both the office and home. The post holder will need to work from the office 3 times a week, or as directed by the line manager to support the demands of the service where needed.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Good standard of education, GCSE grade 4 or above (or equivalent) to include English and Maths

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

Working towards AAT level 3 (or equivalent qualification) and has completed a minimum of 50%.

Knowledge

Level A

Understanding and knowledge of different finance and accounting processes and internal policy across a range of tasks undertaken within a finance or accounting environment i.e. within either Accounts Payable or Supplier Monitoring or Payment runs or Income Collection.

Understanding how different finance teams work together to form an effective service.

Knowledge and understanding of the IR35 Tax legislation

Knowledge and confident ability to navigate and use an automated finance system to undertake Accounts Payable or Supplier Monitoring and Payment runs or Income Collection processing tasks.

Level B (in addition to level A criteria)

In depth understanding of processes and policy relating to more than one area of Finance (Accounts Payable, Supplier Monitoring and Payment runs or Income Collection Processing) and to use the knowledge to undertake tasks, provide advice and conclude complex enquiries.

A developed knowledge of working with third party supplier agencies, including understanding the demands associated with a high turnover of weekly invoices.

Level C (in addition to levels A and B)

Accomplished understanding of relevant processes, policy and any legislation related to all areas; Accounts Payable, Supplier Monitoring and Payment runs and Income Collection Processing and to demonstrate specialist technical knowledge across those areas. Continued professional development to include relevant training.

Experience

Level A

Experience of working within a financial services environment such as accounts receivable / payable, credit control, account reconciliation or a similar related office environment or experience of a customer facing or customer relations role.

Previous experience of taking responsibility for the provision of effective administration and support services within an office environment, utilising Microsoft IT packages (particularly Excel and Outlook).

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Previous experience of dealing with multiple communication portals effectively, prioritising as required, determining eligibility for importance.

Level B (in addition to level A criteria)

Two Years experience of working within a local authority finance team. Independently working and using own initiative to resolve detailed and complex enquiries, analysing problems and an ability to find a solution to irregular problems.

Competent when using corporate systems: For example: Centro's Integra to understand transactions and recognising when transactions and allocations need correcting and being able to correct them.

Experience of the Tax legislations around IR35 and the implications within Recruitment (i.e. consultants and project roles)

Level C (in addition to levels A and B)

Extensive experience in dealing with technical and detailed enquiries relating to all areas of financial accounting i.e. Payable, Supplier Monitoring and Payment Runs and Income Collection Processing.

Demonstrates advanced use of relevant systems, using the data produced to interpret reports.

Strong ability to build relationships, problem solve and confidently respond to complex enquiries independently from external or internal customers.

Skills

Level A

Applied understanding of Microsoft products (Word, Excel, Outlook, Teams) with minimal support and guidance.

Can work independently and prioritise own workload with some support and guidance from a manager or mentor.

Can make use of available resources to understand a problem and initiate problem solving, escalating more difficult or complex issues to a more experienced officer.

Awareness of appropriate methods of communication seeking support and guidance where needed.

Can correct and clear transactions that are not progressing through the Integra Finance system.

Ensure that reminders sent to, or received from, suppliers are followed up and actioned.

Ensure supplier records are maintained and new supplier set ups follow the correct approval process, especially with regard to IR35 Tax Regulations.

Ensuring processes are in place and any credit notes required are actioned.

Able to run and interpret system reports.

Able to respond to customer enquiries.

Level B (in addition to level A criteria)

Competent user of Microsoft products.

Ability to work on all tasks with minimal support from manager or mentor.

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Supporting, mentoring, and sharing knowledge with other team members when required.

Confident and timely responses to enquiries.

The ability to incorporate additional allocated tasks into day-to-day work, without intervention and communicate the results.

Able to initiate review of resources and make suggestions for improvements.

Independently able to select the most effective method of communication to engage with service users.

Adapting language when communicating with a range of audiences where appropriate.

Can proactively explain processes and procedures to other team members checking their understanding.

Can interpret reports and give guidance and feedback.

Confidently able to respond to enquiries and to complaints at stage 1

Level C (in addition to levels A and B)

Can complete advanced functions using Microsoft products and can provide ongoing training, guidance and support to others within the team.

Can work independently on all tasks and prioritise planned and unplanned work effectively, including complex tasks, with ability to provide guidance and support to others within the team.

Able to review processes, problem solve independently and create new resources to maximise efficiency and effectiveness.

Can present complex and/or sensitive information in an understandable way, using a variety of methods to suit the needs of a range of audiences.

Able to solve more complex problems and to support others in adapting to new ways of working where necessary.

Able to interpret reports and mentors team members in interpreting reports.

Able to justify and confidently respond to complex enquiries independently from external or internal customers.