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### Job Profile

<b>Provisional Job Title:</b> Corporate Income Officer	<b>Grade:</b> Scale 4 to Scale 6
<b>Section:</b> Financial Management	<b>Directorate:</b> Resources
<b>Responsible to:</b> Corporate Income Manager	<b>Responsible for:</b>
<b>Post Number/s:</b> 4 posts	<b>Date</b> September 2018

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

Processes cash and cheques received for all divisions via the appropriate income system, including their banking, receipting and reconciliation, as well as reconciling card payments and preparing cash or vouchers to issue to departments as appropriate.

#### Specific Duties and Responsibilities

Processes cash and cheques received for all divisions and for all corporate revenue systems providing associated documentation to departments concerned where required.

Reconciles card payments including investigation of discrepancies.



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Processes card refunds and deal with card chargebacks, informing departments as appropriate.

Prepares cash & cheques for banking including hand-over to the CIT contractor.

Prepares, issues and controls bulk cash, change orders, or vouchers for departments.

Prepares, issues and controls petty cash.

Resolves queries and provides advice to departments on routine aspects of income processing, income systems, and bank accounts.

Resolves queries from customers and departments including: balance queries, missing payments, investigation and allocation of payments received where references not present.

Operates a till including reconciliation and preparation of banking of cash and cheques.

Ensures prompt and accurate allocation of payments received to appropriate customer account.

Works closely with other members of the team to share workloads and assist with cash recycling. Assists on other groups within the Financial Management Division as directed, to provide flexible response to peak workloads

Ensures that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

#### Progression to Scale 5

Regularly monitors all income systems to ensure that they are operational at all times, immediately highlighting any issues and taking action to resolve where appropriate.

Runs a variety of control reports for office use or as required by service departments.

Identifies in advance where extra cash is required for float purposes, taking action to order the appropriate supply, according to relevant controls.

Assists with the testing of income systems where changes are required or faults occur.

#### Progression to Scale 6



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Undertakes complex areas of income reconciliation involving significant investigation of discrepancies.

Balances all office monies including that of bulk cash, change orders, and petty cash, taking responsibility for all received cash and cheques and that of the float, ensuring appropriate daily reconciliation with the relevant income system or other controls.

Identifies improvements to the service, making recommendations to the Corporate Income Manager or Senior Corporate Income Officer where appropriate.

### **Generic Duties and Responsibilities**

To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

To comply with relevant Codes of Practice including the Code of Conduct and policies concerning data protection and health and safety.

To promote equality, diversity and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

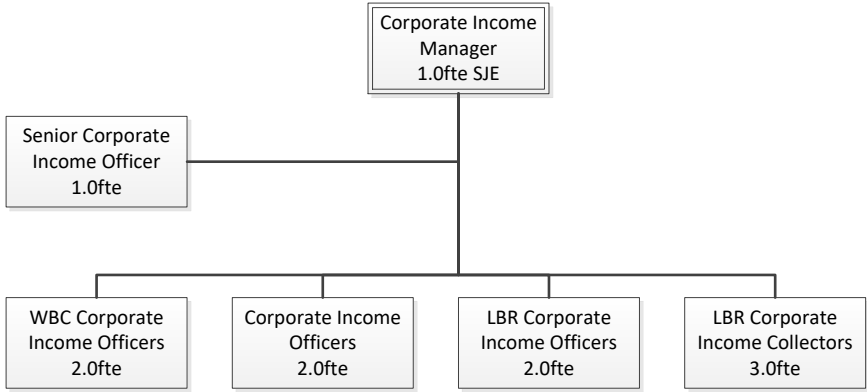
To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role.

The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



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Current team structure





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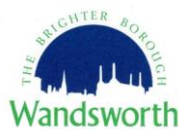
### Our Values and Behaviours<sup>1</sup>

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Requirements	Assessed by A & I/ T/ C
<b>Knowledge</b>	
Basic knowledge of multiple income channels and associated systems, demonstrating their importance	I/A
Knowledge of the importance of security for various types of income, as well as safety of staff dealing with income	I/A
<b>Experience</b>	
Experience of handling cash in a work environment, as well as other types of income	I/A
Experience of using a system that processes income including entering	I/A

<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.



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transactions, as well as to search and to provide full details of transactions	
Experience of working as part of a team that successfully meets its targets	I/A
<b>Skills</b>	
IT skills to use spreadsheets, financial systems and other relevant packages for analysis and presentation	A/T
Ability to organise and prioritise own workload, within defined requirements for the role	I
Good level of communication skills to provide clear and concise messages in a variety of internal and external contexts	I
Numerical competence, being confident and highly accurate with cash sums and other financial figures, including the ability to identify common types of cash irregularities	I/T
<b>Qualifications</b>	
N/A	