

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Transactional Services Officer	<b>Grade:</b> Scale 5/6
<b>Section:</b> Financial Management	<b>Directorate:</b> Resources
<b>Responsible to following manager:</b> Transactional Services Manager	<b>Responsible for following staff:</b>
<b>Post Number/s:</b> RWRTS01	<b>Last review date:</b>

### Job Purpose

Contributes toward the collation of data in order to ensure effective management of the finance transactional services contract and any retained functions.

### Specific Duties and Responsibilities

#### Scale 5

Assists in monitoring performance of the Financial Transactional Services contract including measuring against, and compliance with the contract specification and performance indicators, undertaking spot checks, promptly raising any issues with the Transactional Services Manager.

Has a general understanding of all aspects of the service (Accounts Payable/Procure to Pay, General Ledger and Forecasting, Accounts Receivable, Income Management) and provides advice to users when required.

Undertakes accounting, reconciliation and debt management tasks as assigned.

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.

Assists on other groups within the Financial Management Division as directed, to provide flexible response to peak workloads.

## Progression Criteria

### Scale 6

The officer looks for solutions and highlights contract performance issues. Identifies improvements to the service, making recommendations to the Transactional Services Manager or Senior Transactional Services Officer where appropriate, and undertakes either/all of the following:

Completes court documentation and progresses all recovery activities without supervision. Identifies areas to target independently.

Proactively targets blocked invoices and addresses master data issues. Undertakes CIS returns.

Loads the daily bank statement and cash files, resolving discrepancies and clearing all items daily. Making sure that the bank statement and controls are reconciled daily.

### **Generic Duties and Responsibilities**

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

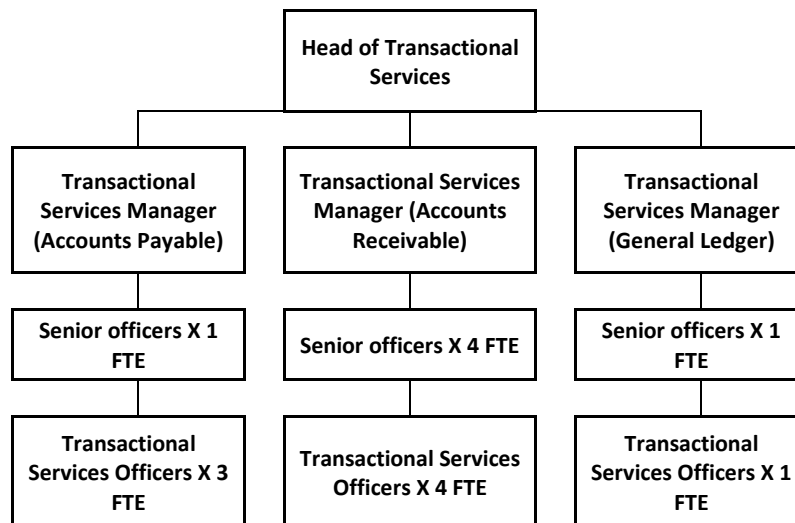
To comply with relevant Codes of Practice including the Code of Conduct and policies concerning data protection and health and safety.

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 profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### Current team structure



## Person Specification

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<b>Post Number/s:</b> RWRTS01	<b>Last Review Date:</b>

### Our Values and Behaviours

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:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
An understanding of the main modules of a finance system (e.g. AP, P2P, GL etc.) and the basic principles of how each module works	E		A/I

An understanding of why reconciliations need to be accurate and timely, especially at the end of the financial year	E		A/I
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of working in a finance environment, preferably within a financial systems team	E		A/I
Experience of producing accurate and timely data	E		A/I/T
Experience of working in a team that achieved a specific goal		D	I
Readily shares ideas and information with others and encourages clear, open and honest communication, including with peers and more senior colleagues where appropriate		D	I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Proficient in the use of spreadsheets, preferably to a reasonably high standard	E		A/I/T
Ability to prioritise workloads and meet deadlines		D	A/I
Ability to apply problem solving skills and make recommendations to avoid problems arising in the future	E		A/I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
GCSE English and Maths grade A-C or equivalent	E		A/C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**