CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Corporate Resources** | **SERVICE GROUP: Revenues, Benefits & Customer Services** |
| **POST TITLE: Corporate Payments & Control Officer** | **REPORTS TO: Corporate Payments & Control Team Manager** |
| **GRADE: Band 6** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post: Max 3 sentences** |
| To provide a corporate cash receipting (£600m/year), payments (£100m/year) and system control function.To ensure the financial allocation, reconciliation, discrepancy resolution and fraud prevention of all the Council’s non-procurement related incoming and outgoing electronic payments including BACS Direct Credits and Direct Debits, CHAPS, card and cheque payments. To ensure the reconciliation and electronic/print bulk output control of Housing Benefit Notices, Council Tax, Business Rates and Sundry Debtors Bills/Invoices, Reminders, Final Notices and Court Summons. |
| **Main Responsibilities of Post: Max 15 Bullet points** |
| 1. Process and reconcile multiple BACS Direct Debit, Auddis Direct Debit Mandates and Direct Credit files in accordance with a strict weekly schedule, Direct Debit Scheme Rules and Council Financial Regulations.
2. Process and reconcile BACS Direct Credit recalls and rejections, Direct Debit rejections, Direct Debit Indemnity Claims, Council Tax and Business Rates refunds and card payment refunds and chargebacks in accordance to strict bank/regulation mandated processes and deadlines
3. Process Faster Payment/CHAPS requests in compliance with Financial Coding and Financial Regulations, seek approval from official bank mandate holders and Specialists.
4. Investigate unallocated bank credits in the Credit Transfer/Suspense Account which are missing references. Determine the correct reference by searching for payee’s details on the internet, contact them and manually allocate payment. Individual payments often exceed millions of pounds.
5. Ensure cash receipting, payment and revenue systems data imports and exports are processed as scheduled referring issues to the Specialist. This includes:
	* Pay360 bulk payments and remittances
	* Paypoint transactions import onto Pay360 and NEC Revenues
	* Worldpay Total transactions import onto Pay360 and NEC Revenues
	* BACS website reports
	* Control Scheduler jobs
6. Process cheque payments, including unpresented, unpaid and cancelled cheques through the appropriate workflow channels. Ensure accurate completion of banking vouchers where necessary. Take cheque batches to the corporate banking provider’s designated branch for depositing.
7. Maintain accurate Landlord information which include, but not limited to, assessing new BACS details are correct using the security procedures in place, maintain contact addresses and contact details, dealing with schedule requests received from Landlords, liaising with Corporate ICT to maintain the Landlord portal acting as first point of calls for Landlords.
8. Provide first line technical support:
	* To internal and external users of corporate payment systems
	* Act as an ICT Coordinator by raising hardware and software service requests, maintaining the use of equipment within the office environment and providing support to staff when pc faults have arisen, reporting on behalf of the service any IT issues arising, monitoring severity calls and ensuring the service is kept up to date
	* User Acceptance Testing for software changes and upgrades
9. Reconcile to source systems and control all electronic/print bulk output of Tick-In Reports, Write-Offs, Housing Benefit Notices, Council Tax, Business Rates and Sundry Debtors Bills/Invoices, Reminders, Final Notices and Court Summons per the agreed schedule. Resolve failures and discrepancies with service and Corporate ICT colleagues as needed.
10. Ensure that any suspicions of irregular or fraudulent activity is promptly escalated to a Specialist, Senior Officer, or Team Manager.
11. Assist in the instruction and on the job training of staff which may involve individual development training and support with new or less experienced members of staff.
12. To have access to personal, confidential, financial and/or sensitive information and be able to process this information as legally required, and if necessary, communicate to relevant parties.
13. Identify and suggest improvements to processes and procedures and assist in the review and design of relevant documents, letters and processes as required.
14. To carry out other duties, as required, which are reasonable in terms of the nature and level of the post.
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| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting. Max 10**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | X |
| Knows and understands how to use, interpret, handle and communicate detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face. | X |
| Demonstrates a high level of numeracy, literacy and accuracy across a range of activities | X |
| Carries out a variety of working practices, applies regulations, rules, procedures and processes across a technical /specialist area | X |
| Uses a range of complex IT packages relating to area of work | X |
| Able to use sensitivity and discretion when dealing with issues of a confidential nature. |  |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficient and effectively to improve service delivery. |  |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area ofwork |  |
| **Relevant experience requirement: Will be used for shortlisting** |
| 5 GCSEs (4-9) including Maths & English or equivalent.**OR** Experience of working in an office environment where using computer systems and reconciliation of financial information is a significant and regular feature  |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| 5 GCSEs (4-9) including Maths & English**OR**  Experience of working in an office environment where using computer systems and reconciliation of financial information is a significant and regular feature  |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**   |
| Must be able to work flexibly between the hours of 8.30 am and 5pm as business dictates.Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Special Conditions:**  |
| A Disclosure and Barring Service check will be carried out as part of the recruitment process. |
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| **Compiled by: SF****Date: 18/08/2023** | **Grade Assessment Date:****13/09/2023** | **Post Grade:****Band 6** |