



JOB TITLE:	Income Collection Administrator		
GRADE: JOB CODE:	G3 CG83INCOG3 JE checked 08/07/2022	SERVICE AREA:	Finance
REPORTS TO:	Income Team Manager	LOCATION:	Within Walsall Council
SPECIAL CONDITIONS:	As a front facing role, this post is covered by the Governments Code of Practice on the English Language Fluency Duty for public sector workers. You will be expected to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Main purpose of the job role:

- To provide an efficient and effective income collection administration service to meet the aims, objectives and needs of Financial Administration and the wider organisation.

2. Role specific duties and accountabilities:

- Work with senior managers to maximise and secure income due to the Council by taking effective and timely administration actions, including validation of Invoices, printing invoices, raising credits, taking telephone payments, producing copy Invoices and dealing with telephone and email queries.
- Ensure the accurate and timely processing and validation of financial transactions and control documents.
- Assist in providing a cost effective best in class customer focussed service, working with customers to ensure that their needs are met.
- Assist in ensuring that corporate, service and team objectives and targets are met.
- Effective use of corporate and department systems including the maintenance of data and production of reports to ensure the accurate monitoring and reconciliation of financial information.
- Support system administration processes as appropriate.
- Support an integrated approach by working across the service as designated.
- Provide training and support relating to the council's financial transaction systems.
- Effectively manage own workloads and resources as allocated, including input to team work plans.
- Attend and actively participate in working parties and other meetings as appropriate.
- Support the final accounts process and internal audits including ensuring compliance.
- Support the implementation and ensure compliance with processes and procedures to respond to new legislation, guidance, and other changes.

- Any other duties commensurate with grade of the post as directed by senior colleagues.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Income Collection Administrator	GRADE G3	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to produce reports, monitor and reconcile financial information.	A/I	2
Able to show a flexible approach to working.	A/I	3
Ability to manage own workloads and resources.	A/I	3
Able to show understanding of Health and Safety issues.	I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience in Income and Debt collection administration processes, including validation of invoices.	A/I	3
Experience of processing and validating transactions and control documents.	A/I	3
Knowledge and understanding of objectives and targets.	A/I	3
Experience and understanding of matters relating to non-compliance of processes and procedures.	A/I	3
Experience in reviewing financial systems and processes, identifying and developing improvements and implementing new ways of working.	A/I	2
Experience in the effective delivery of training.	A/I	2
Experience of providing support on audit matters.	A/I	3
Must have experience of working in a financial administration environment	A/I	3
Experience of providing a customer focussed service and ability to communicate effectively.	A/I	3
Knowledge and experience of financial issues relating to local government.	A/I	2
Must have the ability to communicate verbally with customers and provide advice and/or information in accurate spoken English.	I	3
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		

GCSE Maths and English Grade C or above and/ or Business and Finance/ Admin Qualification: pass level or higher, or Suitable experience of working in a financial administration environment.		A/I	3
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
Prepared by:	Chris Buckard	Date:	25/02/20